

## TCS helps BT Wholesale build a better business intelligence platform

BT Wholesale provides core network and broadband services, conveyance and connectivity products to BT Retail, BT Global Services, and more than 600 external clients. The division specialises in complete managed service solutions for the growing wholesale telecoms market – a critical market sector for BT's future – and has grown to become the largest and most successful wholesale service provider in Europe.

Many of BT Wholesale's clients want to outsource network management and maintenance, to enable them to focus on customer service, product development and service differentiation. For clients who choose its outsourcing services, BT Wholesale needs to provide comprehensive, end-to-end business support.

BT Wholesale is working with Tata Consultancy Services (TCS) to design and develop a new architecture that can manage and monitor network infrastructure and deliver information to clients in near real time. By leveraging its Global Network Delivery Model™, TCS provides a flexible, cost-effective, 24x7 service for BT Wholesale.

**Customer**  
BT Wholesale



**Industry**  
Telecom

**Offering**  
Business  
Intelligence

### **Business Context**

#### ***The need for timely and accurate data***

BT Wholesale is responsible for the provision of value-added network services for other companies within the BT Group, as well as for other major UK telecommunications providers.

One of the most important aspects of its business is to provide timely and accurate data on network infrastructure, order and fault progress to these customers, so that they can accurately monitor and manage the level of service that BT Wholesale is providing.

#### ***Managing a complex infrastructure***

Capturing this information is a complex task, requiring the collation and analysis of data from many different sources. To keep operational costs low, BT Wholesale wanted to find a technology partner with the experience and technical skills to help design and develop a new architecture to facilitate this process, and to take over the day-to-day management of the Management Information Systems (MIS).

In addition, BT Wholesale wanted to be able to offer 'white-label' managed services – enabling customers to use BT's infrastructure to manage and monitor orders and faults on their own networks, and eliminating the need for them to develop and maintain their own systems.

### **TCS Solution**

#### ***Finding a partner***

BT chose to engage with TCS because of its strong business intelligence and telecoms knowledge, its experienced resource-base, and its ability to deliver fast, high quality software development services. TCS now provides project management, architecture design and strategic planning services for BT Wholesale, as well as development, implementation and support services.

Telecommunications is a fast-moving industry, and BT prides itself on taking the lead in terms of both technology and business strategy. The TCS Global Network Delivery Model™ enables BT to leverage high-calibre intellectual and technical resources from Centres of Excellence around the world – helping to ensure that BT's strategy is aligned with the latest developments in the sector.

The TCS Global Network Delivery Model™ also enables highly versatile service provision – with a lean on-site team providing consultancy and project management services, while development and support is delivered by a much larger off-shore team. The combination of the two teams makes it easy for TCS to provide 24x7 'follow the sun' service – ensuring fast development cycles and rapid response to any issues.

#### ***Innovative solutions***

TCS has developed a number of tools for BT Wholesale to help collect information quickly and deliver accurate reports to its customers. For example, an Oracle-based generic data loader has been developed, which can extract information from different data formats with a minimum of effort, and is easy to extend when a new data source needs to be introduced.

TCS has also developed capacity planning tools to monitor servers and infrastructure, dashboards to provide a 360-degree view of operations and KPIs, and a replication tool for Oracle databases that is now used across the whole BT Group. By building software in a componentised manner, TCS helps BT reduce development effort and shorten cycle times – considerably reducing development costs.

### Benefits

#### *Introducing white-label managed services*

As a result of TCS's contribution to the development and support of BT Wholesale's MIS environment, the company has been able to launch white-label managed services for one of its major customers, and expects to roll out the solution for more than 200 other telecommunications service providers over the next few years.

The new white-label service is expected to generate considerable revenues for BT, and the tools developed by TCS are expected to significantly reduce ongoing costs. TCS's extensive experience in the telecommunications sector – and the depth of technical expertise that the Global Network Delivery Model™ can draw upon – are helping BT drive a programme of continuous innovation and improvement in network management.

#### **Why TCS?**

When selecting a technology partner, BT Wholesale had to be sure that the supplier it chose would be able to provide a sufficiently versatile and scalable delivery model – one that would provide 24x7 access to world-leading technical and strategic resources. TCS is one of the few companies capable of offering the flexibility and depth of expertise to help BT meet its strategic objectives.

I have worked closely with TCS, on BTW deliveries, for over 4 years and am impressed by their professionalism, dedication, innovation and speed. Several of their deliveries, over the last 2 years, for EIP, have been exceptional, achieving cost challenges, high quality and very short timescales for delivery. There have been several bouquets over the last few months for certain key members but the whole team work hard, together, to ensure successful delivery. I am very proud to lead the BTW deliveries and have every confidence in the whole team to deliver accurate and timely requirements to our business partners.

**- Suzanne Whelan,**  
BT Design Lead Delivery  
Manager Wholesale EIP

### **About TCS Telecom Industry Service Unit**

TCS' Telecom Industry Service Unit is the largest vertical contributing higher percentage to the overall TCS revenues. With a dedicated pool of professionals and an accumulated experience and ongoing associations with world-class Telecom service providers and equipment manufacturers, TCS has acquired unique and holistic understanding of the telecom domain to offer services suited to every stage of the business life cycle of our customers.

TCS helps wireline, wireless, broadband and cable, redefine their markets with innovative solutions that help them become more agile, reduce fixed operations costs, improve profit margins, and introduce next generation services. TCS sets customers apart from their competitors with instant access to industry solutions, best-in-breed technology, assets and frameworks.

### **Contact**

For more information please email us at [global.telecom@tcs.com](mailto:global.telecom@tcs.com)

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### **About Tata Consultancy Services (TCS)**

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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