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Leading telco and technology provider modernizes its order tracking system with better cloud alternates

Telcos have typically operated in siloed functions, with little technology optimization within the organization. Running costly proprietary software adds to operations cost. To address scalability issues and discontinue costly software lock-in, client looked to modernize their Order Tracking System Database

The Big Picture

As Telcos transform their business and internal functions, Platformization, Digital, and Automation will be the tripod that'll shape that change with a foundation that uses generous use of open source technology supporting the tripod. A new breed of asset-light carriers with more sustainable businesses will emerge as technology advances and evolving business demands reduce costs across operations.

Business Problem

The client is a leading US based wireless & wireline communications service and technology provider and a global leader in 5G technologies. The company offers voice, data and video services and solutions on its leading edge networks and platforms, delivering on customers' demand for mobility, reliable network connectivity, security and control.

To overcome scalability issues, software lockin, and end of support in maintaining database on Sybase, client was looking to decommission Sybase and migrate Order Tracking System to more effective alternates on Cloud.

Key Challenges

- Client was using prevailing order tracking system running Sybase DB on-premise and wanted cost vs effort vs complexity trade-off analysis.

- Future spends on existing software license were not justified with a stagnating user base, bearing high fixed cost.

Our Solution

- The database migration architected on AWS public cloud using AWS RDS for Oracle.

- Order Tracking System (OTS); a three module application, where each module was re-architected for Oracle DB.

- Prepared migration framework and migrated users/groups.

- Development of Test Cases, integration/automation of test cases.

- Legacy v/s new performance/load/stress testing.

Business Impact

- Reduced exposure to risk through EoSL for prevailing legacy DB.

- Amazon Relational Database (Amazon RDS) service was easy to set up, operate & scale up on Cloud, thus saving on a lot of time.

- It provided cost-efficient, resizable capacity for industry-standard relational database and manage common database administration tasks.

- Entire system migration led to development cost benefits of up to 30%.

- Zero downtime through out the migration process through proactive service & performance monitoring.
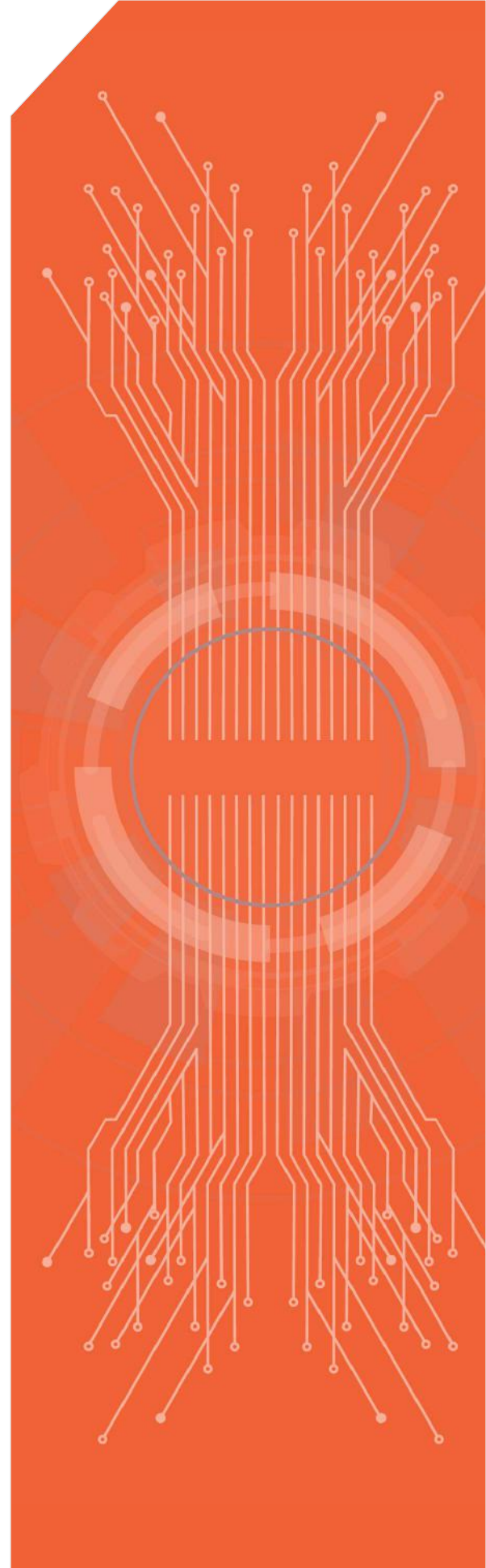
About Incedo

Incedo is a digital transformation expert empowering companies to realize sustainable business impact from their digital investments. Our integrated services and platforms that connect strategy and execution, are built on the foundation of Design, AI, Data, and strong engineering capabilities blended with our deep domain expertise from digital natives.

With over 3,000 professionals in the US, Canada, Latin America, and India and a large, diverse portfolio of long term, Fortune 500 and fast-growing clients worldwide, we work across financial services, telecom, product engineering, and life sciences industries. Visit our website to learn more about how we help clients transform today :www.incedoinc.com

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