

*Consulting firm specializing in providing support to VoIP services provider and developing complete back-office software products, delivering innovative solutions and integrating them into existing operational environment.*



To create an Automation Suite in VoIP which is a strategic group for back-office software applications that brings operational systems together to produce one complete end-to-end solution. These products are essential in linking all components in a VoIP service providers platform to create the most efficient and successful result.

## **Challenges**

It was integrating the product in US, but was not able to meet deadlines and found operational costs very high. Costs were ranging to USD 220,000 a month. It approached us and in mid 2008 and since then has added the team to a strong 7 member development, testing and interface designing team.

## **HOW FLIGHTCASE HELPED**

We developed this application, including defining and developing their product requirements, packaging, and pricing; defining and developing their platform architecture, including both the VoIP and OSS/BSS components; reviewing and selecting vendors for all components of their platform architecture; developing the detailed engineering plan to implement their platform architecture; the execution of their engineering plan by implementing, testing, and certifying their VoIP platform; and

Deploying autoManager, autoProvisioner and autoMediator solutions from the MERGE Automation Suite, integrating their new VoIP platform with their extant back office systems.

Automanager handles the Order Management functionality that is critical to any VoIP company. At its core it is a Workflow Engine that takes control of the order process and all of the workflow data points from A and Z. It can talk to a billing system as well as communicating with provisioning software (or autoProvisioner) and it can activate devices real-time with little or no human interaction.

The autoProvisioner automates configuration and provisioning of devices. It models VoIP service infrastructure and

abstracts individual components, then automatically configures and provisions them using vendor-specific adapters. It can be triggered by autoManager or by an external Order Management System (OMS) during the Order Management Workflow Process. A typical installation of autoProvisioner includes both an internal and external provisioning server.

The autoMediator is a CDR collection and rating package that accumulates and rates CDRs from several VoIP platforms. With a Rating Engine at its core, autoMediator utilizes third party data and customizable rating policies to rate CDRs. This product can be implemented on a single server or multiple servers for redundancy, depending on desired architecture.

## **GAINS FOR CLIENT**

- Flightcase was able to successfully comprehend the system in a limited time and
- Streamlined the processes.
- The client continues to require additions and modifications to their product and
- Business logic. These have been implemented seamlessly into their existing product.
- The flexible modules have reduced development time for new modules.
- Automated business processes have saved resources required for manual processes.

Importantly the client was saving a whopping 42% from this entire operation. We started with 2 personnel and today after 15 months of operation we are about 8 and client is more than happy.

## **We Certified**



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