

MTNL, IOBAS Project, India

MTNL operates in two key metros of India - Delhi and Mumbai. The service offering of MTNL consist of prepaid and postpaid cellular services in both GSM and CDMA technologies, PSTN services, broadband services, IPTV, VoIP, MPLS and WiMAX services, other than the normal voice, data and messaging services. It has a subscriber base of over 8 million. The increasing popularity of its Dolphin GSM services lead to rise in interconnect CDR volume from 55 million to over 90 million today.

Xalted consolidated customer data for Mumbai and Delhi at a single location, from an OCB Alcatel switch using the CMISE protocol. From processing fixed-line and GSM CDRs 24x7x365 for different scenarios and service types, generating reports and delivering dynamic invoicing capabilities; Xalted, on a monthly basis processes CDR's and passes this to InterTrace. Through InterTrace, Xalted currently rates over 1 billion CDRs per month across MTNL's Delhi and Mumbai operations and generating various reports and invoices.

The hardware platform over which the system is hosted includes Sun V1280 servers using Oracle 8i database. The system is fully operational for 3.5 years now.

Xalted, on a monthly basis analyses CDR's and submitted interconnect invoices to MTNL for their accounting and dispute resolution requirements. The interconnect accounting module was also enhanced with dynamic billing options delivering revenue assurance for MTNL through an interconnect system. Through InterTrace, Xalted currently processes over 1 billion CDRs per month across MTNL's Delhi and Mumbai operations.

MTNL's investment on the interconnect system was justified, wherein the following billing cycles InterTrace enabled detection and dispute resolution with operators whom MTNL had interconnect agreements, indirectly contributing to MTNL's interconnect traffic revenue.

Business Benefits for MTNL

- Scalable interconnect billing system
- Quick and easy configuration of new trunk groups, service types and operators with provisions for new settlement process definition.
- Accurate and detailed reporting enables analysis to optimize ROI on network

Reference:

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Note:

1. Xalted need to inform the above officer, prior to contacting them directly.
2. Figures mentioned above are as on August 2008