

MTNL- Convergent 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 and VoIP services, MPLS and WiMax, other than the normal voice, data and messaging services. It has a subscriber base of over 8 million subscribers. The increasing popularity of its Dolphin GSM services lead to rise in interconnect CDR volume from 55 million to over 90 million today.

Recently, Xalted was awarded a contract for implementing all network components for a Revenue Assurance solution in its convergent project. xTRA framework is designed to powerfully and positively impact the bottom line of the business without major investments in network and IT infrastructure. Every dollar of recovered revenue is a net gain to the business as all the cost for managing, has been accounted for.

The solution would help MTNL to unlock measurable & sustainable values like:

- Leakages due to unaccounted usage of services.
- Loss due to improper traffic data management.
- Loss from internal & external fraud.
- Unseen loss due to process inefficiency.
- Customer dissatisfaction from poor products services & processes.
- The outputs of all the enterprise efforts are encapsulated in a configurable dashboard, with strong drill-down capability. It provides a window to business managers into how the pieces are performing.
- xTRA provides tangible measurements and performance reporting on a regular basis on a variety of operational data. It provides MTNL in-depth analysis of data, revenue and processes originating right from network elements till the end user.

The project is currently under implementation. The functional acceptance has been completed, the trial runs are on. The system would cater to different services of MTNL viz PSTN, CDMA, MPLS, Broadband, VoIP, IPTV and WiMax serving over 8 million subscribers.

The system has been hosted on IBM p5 servers using Oracle 9i database.

Reference:

1. Ms. Reena Malhotra, DGM-IT, MTNL, Delhi
Email: reenamalhotradelhi@indiatimes.com
2. Mr. Balasubramanian, CAO, MTNL, Mumbai
Email: aoiuch@mtnl.net.in

Note: Xalted need to inform the above officers, prior to contacting them directly.