

## **MTNL- Convergent Project, India**

MTNL is a large telecom service operator, operating in two key metros in India-Mumbai and Delhi. It provides telecom services (voice, data, video, VAS, etc.) on PSTN, CDMA and GSM network including Broadband, IPTV and VoIP services. The customer offers services like voice, data, messaging, to over 5 million subscribers with over 70 million CDRs/ day.

### **Disconnected Systems and Processes**

As the incumbent state-owned service provider, MTNL had to provide cost-effective telecom services. A key resource for telecom strategy planning and policies in India, MTNL also owns over 60 % of the country's telecom infrastructure and abides by stringent guidelines for audit and fraud prevention. To implement the convergent system, MTNL needed a pre-qualified system vendor with ratified solution capabilities, industry experience and references.

### **Centralized and Convergent Connection**

Xalted delivered MTNL's Mumbai and Delhi networks with a centralized system to capture, manage and maintain customers, service, revenue and network information. MTNL's existing mix of legacy and new network technology components, made the task of integrating and seamlessly operating the infrastructure challenging. Secondly, Xalted needed to standardize and unify operations with respect to customer experience, operations and maintenance activities across all LOB's.

The modules of xServPro provided to MTNL include centralised provisioning, order management system, trouble-ticketing, workflow management, number management and inventory management.

MTNL's existing network was over two decades old, consisting of a host of technologies and communication protocols ranging from native X.25 to modern IP-MPLS network. Some of the network switches used in MTNL network includes Alcatel OCB 283, Siemens EWSD and Alcatel PSX 1100. Xalted delivered MTNL's Mumbai and Delhi networks with a centralized system to capture, manage and maintain customers, service, revenue and network information. MTNL's existing mix of legacy and new network technology components, made the task of integrating and seamlessly operating the infrastructure challenging.

The solution has been hosted on IBM p5 servers using Oracle 9i database. The functional acceptance has been completed for xServPro, the trial runs are on. The solution would be catering to provisioning of various services like PSTN, CDMA, MPLS, Broadband, VoIP, IPTV, WiMax service over 8 million subscribers.

### **Reference:**

1. Ms. Reena Malhotra, DGM-IT, MTNL, Delhi  
Email: [reenamalhotradelhi@indiatimes.com](mailto:reenamalhotradelhi@indiatimes.com)
2. Mr. Balasubramanian, CAO, MTNL, Mumbai  
Email: [aoiucb@mtnl.net.in](mailto:aoiucb@mtnl.net.in)

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