

## Telecom de Mozambique, Mozambique

Telecom de Mozambique (TDM) is the incumbent fixed line telecommunication service provider in Mozambique. It offers cellular services on CDMA network, landline services on PSTN network, Broadband, MPLS services, etc. The service provisioning system xServPro is serving over 150,000 subscribers of TDM.

The modules of xServPro provided to Telecom De Mozambique included the following:

- **Order Management:** Xalted's order management module enables KMC to accurately organize and track the progression of customer orders, ensuring that all steps in the process are completed on time, in the correct order and by the appropriate person.
- **Network Inventory Management:** Xalted's inventory module enables KMC to build and maintain comprehensive records of their communications network. By having database representation of their network elements and circuits, KMC can effectively manage existing capacity and better plan for future demand.
- **Trouble Management:** Xalted's maintenance module enabled KMC to reduce dependencies on outside companies by setting up an in-house Trouble Management Center. It leads to faster resolution of faults and therefore higher customer satisfaction.
- **Workflow Management:** This module takes care of the sequencing and completion of various activities list down by privileged user.
- **IP and Number Management:** This module manages the number resources like recharge vouchers, MSISDN, IMSI, IP addresses, etc.

The system has been hosted over Sun V1280 servers using Oracle 9i database. It would be operational from July 2008.

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