



FORWARD - THINKERS
with **tech @ heart**



CASE STUDY: macquarie TELECOM

MOBILE CENTRAL

CHALLENGE

Macquarie Telecom is a wholesale B2B Telecommunication provider. The Executive team of the Mobility Division identified there was a need to provide a self-service and enhanced portal for customer employees to interact directly with Macquarie in relation to procurement and activation of mobility services (mobile devices, service plans, tablets, routers).

The immediate challenge identified, however, was that Macquarie Telecom was about to commence the decommissioning of their Telstra 3G network service offering and required a solution to migrate these services to the Macquarie Telecom Telstra 4G platform.



APPROACH

We utilised SCRUM Methodology and began by initiating an envisioning session, at which time we gathered all the key stakeholders in a workshop and openly discussed what they want to see and their “pain points”. The outcome was a key set of Epics that were designated to the Product Owner for prioritisation.

A SCRUM team was built, to which we provided key resources and set out achieving value for the customer. The team worked in two week sprint cycles, utilised sprint planning sessions to allocate work, generated regular reporting and presented sprint outcomes to stakeholders at sprint reviews.



Mobile Central is a highly available, scalable and robust platform incorporating on-premise and cloud-based technologies.

SOLUTION

The result was Mobile Central, a highly available, scalable and robust platform incorporating on-premise and cloud-based technologies. The most highly praised feature of the application was our automated migration provisioning pipeline that allowed for services to be booked for migration by end users in less than three clicks.

Utilising automation agents, event messaging, scalable microservices, notifications (email and sms) and a solid integration architecture to connect the legacy systems, Mobile Central allowed Macquarie Telecom to migrate their entire

Telstra 3G customer base to Telstra 4G with minimal human interaction.

Analytical services (Application Insights) were also implemented to track user interaction times and exceptions and assist with performing processes execution analysis. Using this data, we were able to optimise the user experience and product quality as well as fine-tune the development practices and increase Quality Assurance efficiencies.

OUTCOME

Mobile Central has continued to grow and has reached a scale where it has become a core system for the Mobility offering of Macquarie Telecom. It offers customer order processing, supply chain management, billing integrations, techfund management, reporting, workflow management and more. Mobile Central was also attributed by the CEO as being the key tool during the migration for the Telstra 3G to Telstra 4G migration project.



The logo for Zware, featuring a stylized red 'Z' followed by the word 'ware' in a white, lowercase, sans-serif font.

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