

CASE STUDY: Unico Computer Systems

About Unico Computer Systems

Unico is an Australian IT Services company that specialises in solving complex business problems using intelligent technology that differentiates and enables its customers to compete in a connected world

Unico's innovative business technology solutions have created world's first wagering and tolling systems. Unico has built systems for leading telecom companies, handling more than 100 million calls per day.

Business Challenges

- High costs of SIM activation lifecycle management
- Telstra incurring a high cost for inactive SIM cards
- No reuseability of ACMA numbers
- Need for quick ramp-up of the development team to onboard skilled and experienced resources
- Improving project execution to achieve better service delivery and quality
- Enhanced ability to accommodate business change

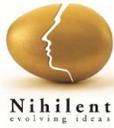
Project Description

Dsima is a project designed & developed for Australia's leading telecom service provider to manage SIM card activation life cycle.

In the existing process ACMA numbers are assigned to SIMs at the time of packaging. These SIMs with pre-activated ACMA numbers will remain unused in retail stores till the time of purchase. The telecom major has to pay a fee for these numbers until the SIM is activated by the customer. Dsima enables the end client to assign ACMA numbers to SIM cards on activation, thereby helping reduce costs significantly.

The Dsima application is intended to achieve the following objectives:

- Manage the lifecycle of the SIM cards
- Use of makeshift MSISDNs for activating SIM cards in network.
- Assign ACMA number to SIM upon registration only
- Re-use ACMA numbers if SIM is not activated
- Migrating current process to Dsima process.



CASE STUDY: Unico Computer Systems

Business Benefits

- Reduced cost of operation for end client
- Reduced cost of development for Unico
- Access to skilled and experienced workforce which can be ramped up in a very short time
- Reduced cost of SIM activation lifecycle management for end client
- Realignment of process to meet new objectives, resulting in resuability of components
- Seamless process migration without any impact on end customers

Platform and Technologies

- **Platform and OS:** Microsoft Windows 7, Linux
- **Programming Technologies:** Java, J2EE, JAX-WS, JAX-RS
- **Development Tools :** Eclipse, Netbeans, JIRA, Git (Stash), Puppet, Gradle, Confluence, JBoss EAP 6.0
- **Database:** MySQL 5.x

Nihilent's Role

Nihilent's deep knowledge of the domain and technology helped in devising a smart solution that would reduce operational costs by huge margins for the end client.

- The Nihilent team has designed the framework on which Dsima project works
- This framework caters to the end client's different requirements, which involves multiple high volume batch processing tasks
- Strategy partner in re-engineering the existing product to new technology
- Worked on Agile methodology
- Commenced development even before HLD document was ready and incorporated the changes in requirement as & when clarified by the client in HLD
- This helped Dsima project on timely delivery into CAT, when other integrating applications were yet to be developed and delivered.
- Played crucial role in maintaining the quality of new product
- Acted as a consultant to resolve technical challenges

About Nihilent

Nihilent is a global consulting and solutions integration company using a holistic and systems approach to problem solving. Headquartered in Pune, India, Nihilent's executive team has over 500 person years of experience in international consulting, IT outsourcing and IT services. Nihilent's operations span North America, Europe, Africa, Australia, Middle East and Asia. Nihilent Australia is a subsidiary of Nihilent. Our mission Change for Performance encapsulates our commitment to make change happen systemically in terms of people, process, technology and knowledge for achieving sustained performance for our clients.