

SOFTWARE HOUSE WITH DEEP UNDERSTANDING OF TELECOMMUNICATION BUSINESS








THE COMPANY

Silver Bullet Solutions is a team of software specialists that, since the mid-nineties, has been designing and implementing business processes support systems. Our main focus has been on the high-performance, constantly evolving solutions in the selected areas.

What distinguishes us from our competitors is the short time to market period. We can achieve it this because we have over a decade of experience working with telco clients, as well as our ability to retain core, most experienced members of our team. Our solutions are based on our own RAD platform (called Argentum) and the application of the latest Microsoft .NET set of technologies.

The platform is lightweight and doesn't lock-in our clients into our technology stack. They can resort to using bare .NET if they wish or need to. The platform also allows our solutions to be low cost thanks to having all recurring business concepts (like document management, substitution management, SLA enforcement, and so on) already implemented and ready for quick customization.

AREAS OF SPECIALIZATION

-  Customer Operations
-  Customer Service Desk
-  Field Force Management
-  Complaint Management
-  IT Service Desk
-  Asset Management
-  Project Management

TELECOMMUNICATION SECTOR

Silver Bullet Solutions has service contracts with two out of the four major Polish mobile network operators: **T-Mobile** and **Play** (P4/3GNS). Our software there supports fundamental business processes related to i.a. customer support, trouble ticketing, service desk.

Other teleco industry clients we work for are **NASK** (top-level .pl domain registry and data network operator) and **Netia** (second largest fixed-line operator in Poland) for whom we have developed software to support ITSM processes, network operations, B2B contract management, change management, and project management.

All of those relations spanned multiple years surviving several internal reorganizations and changes of strategies.

THE CLIENTS

Our solutions are addressed to **medium and large companies** from the following industries: telecommunications, banking, media service, delivery, manufacturing and the public sector. In all our previously won contracts we had to meet strict procurement requirements and prepare extensive and detailed responses to RFPs.

The combined effort of sales and technical teams was always necessary to win the deal in the face of tough competition from local and international providers.

We are prepared to collaborate with the other players inside complex organizations. We had an opportunity to work alongside the biggest organizations like **IBM, Oracle, Accenture, Wipro**, etc. We learned how to cooperate with divisions staffed heavily with outsourced and temporary workers.

METHODOLOGY

When providing implementation services, we use the TenStep project management methodology, consistent with the PMBOK model (by PMI). For selected projects we also apply agile methods, as required by customer standards.

From an internal perspective we are a DevOps based organization, employing agile methods for internal development. The DevOps model is most suitable for those customers with whom we are having long-term relationships, especially for the telco and financial industries where the business environment is very dynamic and requires frequent updates due to ever-changing compliance requirements and evolving business models.

OUR APPROACH

Approaching a new, prospective client, we start with a presentation of our platform and our existing solutions to give them a chance for better understanding strong sides of our technology and imagine potential benefits of its implementation. Simultaneously we are putting effort to understand the customer's needs and requirements.

It serves the purpose of informing both sides about the costs involved, and also helps the client verify our understanding of his expectations. We usually seek the assistance of the client's domain experts, should the initial requirements not be clear enough.

Upon signing the contract, we carry out a business requirement analysis. Supported by a software architect, our analysts conduct interviews with all available business case stakeholders and ultimately deliver a business requirement specification. This document - depending on the scale of the project - serves as high level design specification or the basis for the HLD.

For the biggest projects the next step is a low level design spec, usually created in close cooperation with a client's technical staff.

When developing the software, we strive to create several supporting environments – development, test, pre-production – which allow for continuous integration, functional tests and later acceptance tests. The client is encouraged to constantly overview the software development process. As a result, the customer has the opportunity to quickly react to any potential misinterpretation of the specs.

We start the customer support phase when the tailor made solution is accepted by the client. For that phase we provide our own bug and CR management system – SilverTrack. The system is equipped with contractual SLA enforcement, and is able to alert the person on a call to any issues requiring immediate attention. We are also experienced in our clients' own ticketing systems such as JIRA, Mantis, etc. On request we provide SLA based support 24 hours a day 7 days a week.

The standard load for this system is **8 thousand unique users, 3 thousand simultaneously logged users, up to 100 users** with higher permissions (editors, etc.). The system operates in a high availability environment and is **maintained 24/7**.

PORTFOLIO HIGHLIGHTS [1]

For **T-Mobile Poland** we have created an internal knowledge base on all the retail and business offers. The knowledge base is crucial for consistent communication with the operator's clients over all communication channels: phone, email, at stores, etc. It is also key resource for answering compliance requests. The whole complexity of combining promotional offers with tariffs can be managed through our own designed-from-the-scratch UI. The system serves diverse internal teams providing each team with a scope of information appropriate to its business needs. It is used by several hundred employees throughout the organization. It is used in customer service and retention processes, product development, and compliance. The system was originally developed to satisfy government regulatory requirements.

PORTFOLIO HIGHLIGHTS [2]

The standard load for this system is up to **1,5 million tickets monthly** from a **12 million user database, up to 1500 simultaneously logged customer service consultants** (based in three locations all over Poland). The system operates in a high availability environment and is **maintained 24/7**.

At **Play** (Polish mobile telco provider) our system handles high volume of customer operation tickets. The Customer Operations system routes escalations through 3 lines of support, tracks various SLAs, has multiple-year constantly accessible history. Another area covered by our solution is a network operations center which coordinates infrastructure development and maintenance. Network failures and work orders are tracked from registration to completion. Field forces are notified via email and text messages.