

# MAVENIR SYSTEMS

## OPERATING A NEARSHORE DEVELOPMENT CENTRE

### Challenges

Client sought reduction in time to market

Business-critical services required third-party support

Client required partner to support company without affecting brand

### Solution

Personnel trained in the client's chosen disciplines

Development, maintenance, testing and customisation undertaken

Implementation and customer support services delivered

Reksoft demonstrate proactive approach to problem-solving

Communication channels maintained without impacting formal progress

### Result

Client's products' time-to-market considerably reduced

Reksoft's support boosts client's reputation

Reksoft optimises resource utilisation while helping meet deadlines



### Telecommunications

Financial services

Hospitality & Travel

IT

Energy

Media

Reksoft has been serving the telecommunications industry since 1995, providing solutions for both independent software vendors and original equipment manufacturers operating within this vertical. Our clients - including multinational market leaders such as T-Systems, Airwide Solutions and Swisscom - have reported cost savings of up to 50% thanks to our cooperation.

### Competence centres

Software product engineering

Enterprise application services

Reksoft's Competence Centre services cover the whole ODC lifecycle – from outsourcing consulting, to deployment, to operating, to transferring the dedicated development, product design, or maintenance group to the client. Too often, distributed software engineering suffers from poor communication and alignment of goals. That is why at Reksoft we have developed Dynamic Engagement, a unique framework that maximizes measurable value delivered to our clients.

### Client

Mavenir Systems is a leading innovator in mobile infrastructure solutions for mobile operators to offer LTE communications services, providing IP-based core network solutions to migrate voice and messaging services to LTE. More than 500 million mobile subscribers across 150 mobile networks use services enabled by Mavenir solutions.

Airwide Solutions, a provider of next-generation mobile messaging and wireless internet infrastructure, applications and solutions, outsourced projects to Reksoft before being acquired by Mavenir Systems in 2011.



### Challenge

The client urgently needed to shorten the time-to-market of its core products to stay competitive. The Wireless Broker™ gives continuous service control – the ability of mobile operators and service providers to react to market trends rapidly by implementing new services or service bundles, new business models, subscription types, targeted campaigns, and advertising-funded services. Moreover, a growing number of installations around the world required additional support, such as product customisations, implementation, integration and performance testing and maintenance services. The client needed a partner offering not only software product development, testing and maintenance, but also the capability to support the company in onsite customer-facing activities on behalf of the company brand (such as customer project management, deployment, the end customer acceptance testing support, and end customer personnel training).

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### Solution

Our capabilities in mobile value-added services (VAS) and billing platforms and strong expertise in product development suited client's requirements perfectly. The first task was to set up and operate a competence centre, undertaking recruitment, training and management. With highly qualified and motivated personnel in place, we were able to engage in product development and maintenance, product customisation for specific clients, system, integration and performance testing, product deployment and acceptance by the end customer on behalf of the client. Throughout the project, we demonstrated a proactive approach to problem-solving backed by expert software development skills, as well as the ability to communicate ideas and engage strongly with the client's architects. Maintaining informal communication channels, both technical and managerial, was achieved without impacting formal progress and status reporting.

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- Development, maintenance, testing and customisation undertaken
- Implementation and customer support services delivered
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### Result

Achieving a considerable ongoing saving, the client was able to reduce the time-to-market of products that serve more than 400 million customers in 60 mobile networks worldwide. For the duration of the collaborative process, our project presence was sufficiently flexible and sensitive to avoid affecting the client's brand identity, instead adapting to the company's software development environment and processes.



### **Result (continued)**

Today, the client considers Reksoft a versatile partner capable of building the right products and making them run right the first time, every time, as well as providing excellent customer services, allowing the client to retain its edge in the highly competitive mobile service control industry. Currently there are more than 25 engineers working full-time in the nearshore centre on behalf of the client. The ability to retain these key resources while growing them into leadership roles has helped to provide continuity and scalability and helps optimise the client's resource utilisation across projects while supporting the company in meeting deadlines for critical projects

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### **Testing activities by Reksoft in projects with Airwide**

Testing activities by Reksoft in projects with the client

Currently the offshore development centre includes 5 test engineers and 3 deployment engineers.

Reksoft is responsible for:

- Test plan development, including preparation of the effort estimation and schedule for the testing activities in distributed projects (up to 10 developers and 4 testers), preparation of the test strategy and planning of the required test phases and test procedures
- Definition of test cases including functional, load, performance and regression tests
- Conducting test case reviews with system architects and developers. Participating in architecture and design reviews
- System testing of both GUI and Server parts
- Automated performance testing, mostly server-side, which is the most critical part of the SW
- Test reporting
- Management of the distributed test team (part of the test team in Reksoft and part on the Customer side), including task allocation, progress monitoring and issue resolution
- Development of emulators/simulators, batch scripts and other tools used for testing purposes
- On-site deployment, integration tests in the end customer acceptance environment
- Support of acceptance tests by the end customer
- Go-live support



### Technology

J2SE, Oracle RAC, MySQL, Sun Solaris, RH Linux, SMS/MMS/WAP mobile protocols

### Scale

45+ man-years

### Timeframe

2004 – 2012

### Experience with multiple billing interfaces integration and testing

We bear full responsibility for the client's product customisation and onsite integration in numerous deployments, gaining a profound understanding of billing concepts as well as considerable experience integrating the client's products with billing systems by different vendors. Among them are:

- Alcatel PPS
- Ericsson PPS
- Logica CMG
- Nokia IACC
- Nokia Siemens Networks Payment@dvantage
- Danet XTCPlus

“Reksoft has proved able to develop complete products and product component based on high-level requirements. Total life-cycle involvement from inception to maintenance gives Reksoft a deeper knowledge of Airwide's business and a greater role in product evolution.

The retained knowledge base within Reksoft allows a fast response to any new needs arising at Airwide.

The value of our long-term product outsourcing with Reksoft just keeps growing.”

Terry McCabe  
CTO,  
Airwide Solutions

### About Reksoft

Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

That's why over 97% of our clients come back for more.

Reksoft. Software engineering. Delivered.

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