



Teligent Extends Capacity of Unified Messaging Service Platform for Global IP Solutions Provider

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Voice Engineering Manager for leading Tier One Telco.

The Challenge

A Tier One Telco and leading global IP solutions provider wanted to significantly upgrade the subscriber capacity of its Unified Messaging Service in anticipation of future growth, and to improve its operating efficiency. It approached Teligent, a leading provider of Intelligent Network, Call Completion, IVR and Charging Services to global Telco's and operators.

The Teligent solution

The service is based on Teligent's P90/E single-platform architecture, delivering voicemail and unified communications functions across multiple networks whilst providing a range of highly customised feature combinations. The Teligent platform interworks with both Ericsson AXE and Siemens HiPath 8000 switches, providing TDM and VoIP connectivity in parallel on a single messaging platform.

Upgrading the subscriber capacity

The Telco's UMS can now support significantly greater use than before, with the potential for further substantial capacity increases as a result of Teligent's P90/E service delivery platform architecture.

The upgrade involved migrating a number of legacy transient and static databases containing critical system and subscriber data, onto a new RedHat Enterprise 4 Linux customised database solution, while maintaining the same familiar user experience and management interface.

Features

- Ability to support significantly expanded service use
- Potential for further substantial capacity increases
- Maintained the same familiar user experience and management interface
- Seamless upgrade with no service disruption for end-users
- Enabled operators and carriers to host and deliver value-added solutions on mobile, fixed and IP networks

A seamless upgrade

Teligent worked closely with the Telco to plan, validate and test the migration and upgrade programme, both on Teligent's reference model and on the Telco's own test system, which resides within their network. This ensured a seamless upgrade with no service disruption for end-users or for the client's system administration team.

The Telco's Voice Engineering Manager for Global Crossing Ltd, said: "Both public and private-sector organisations rely on our UMS for flexible, easy-to-use messaging services. Following recent customer successes, we needed to expand its capacity to accommodate the growing subscriber base. Teligent has supplied the infrastructure so that we can scale the service platform according to our future needs."

Looking to the future

Teligent's P90/E service delivery platform architecture has the potential for further substantial capacity increases, therefore ensuring that it can meet the demands of the client in the future. The success of Teligent's upgrade underlines its capabilities in this type of large-scale integration project, and highlights the ability of its converged services platform to deliver future-proof, advanced messaging and call completion solutions for Telcos.

Delivering value-added solutions

Using its patented P90/E architecture for services, Teligent enables operators and carriers to host and deliver value-added solutions on mobile, fixed and IP networks. These solutions support customers' individual communications and marketing needs, and include advanced call handling and completion, messaging, missed call alerting, mass calling, and next-generation IN services.

About Teligent

Teligent Telecom supports its customers worldwide with network services; call completion solutions, enterprise services, mass calling systems and real-time charging enablers. All are based on the patented Teligent P90/E – a true single platform architecture for service development. Leading operators worldwide have deployed Teligent Telecom's solutions in various configurations, including BT, SingTel, SMART/PLDT, Telenor, TeliaSonera, Maroc Telecom, Verizon, Vodafone and Telekom Malaysia. Teligent Telecom has local offices in Sweden (HQ), UK, Germany, France, USA, Morocco, Singapore, Philippines and Malaysia.





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