

B2C Self Service Platform

Industry:
Telecom

Client:
Leading Telecom
Service Provider

Location: India

CHALLENGE

The client decided to provide a self-service portal to their customers that would allow them to manage their accounts, pay bills, activate/deactivate services, and submit service requests.

SOLUTION

VLink architected, designed and developed a solution with a Service-oriented Architecture (SOA). The provided solution integrated with several tools and software solutions such as CRM, billing, network management, and order management software. We used the IBM WebSphere ESB for the integration and the WebSphere Application Server for the user interface (UI).

TECHNOLOGY STACK

IBM WebSphere Application Server

IBM WebSphere Enterprise Service Bus

SSO using IBM TAM for e-business

BENEFITS

- Single user interface (UI) for the self-service portal.
- Reduced customer service calls related to account management.
- Easy online payments.
- Better brand proposition.
- Easy access at any time, and from any device and browser.



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Case Study

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