

SUMMARY

Skycomm Group specialized in satellite communications, ISP access and wireless cellular data network (for PDA). The company is looking to obtain an integrated business and operations support system for their business.

CHALLENGES

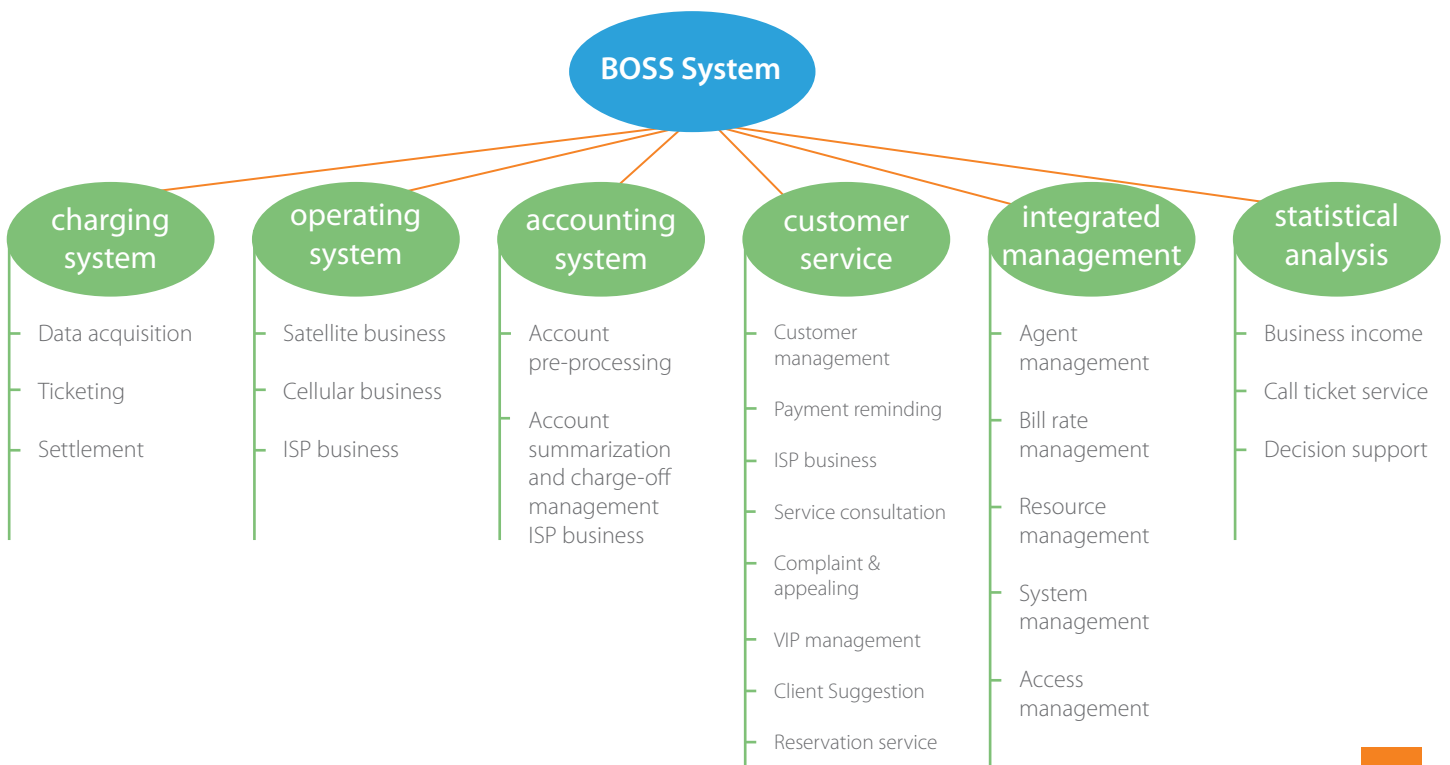
Skycomm is expanding its business rapidly. Therefore, it has become an urgent need for Skycomm to construct a mobile communication network with domestic-leading capacity, technology and service quality to fully meet the thriving demands derived from social development. Meanwhile, an advanced operation support, customer service and charging system is a key factor for becoming a national advanced telecommunication company.

By leveraging on its advanced experience in the informatization construction of the telecommunication industry and its experienced technical force, AMS China has offered strong supports to assist the communication service development of Skycomm and accelerate its centralized management and classified processing construction of communication services. The establishment of operational decision-making & support management system has well improved the efficiency and quality for charge accounting and the services offered to subscribers, and facilitated the modernization of Skycomm’s real-time charging system.

SOLUTIONS

The BOSS system of Skycomm adopts standardized hardware platform and modularized software to construct the system and support system operation. In order to achieve the unified management on the registration, canceling, billing and accounting of services, clients and equipments of the “Three Networks & One Center” system of Skycomm, as well as to adapt to its “Three-Class Management” service mode (national center - provincial center - prefecture/city), the construction of the software architecture has been focusing on the work flow and sharing of resources, information, data and functions between the operation systems.

Service functions of Skycomm’s BOSS system include: billing, operation, accounting, customer service, service management and statistical analysis. Major interfaces with the external system include: Call Center interface, wireless cellular exchanger interface, IPS system interface, bank collecting interface and etc.





BENEFITS

Through this project, Skycomm Group has equipped themselves with an integrated BOSS system to support various telecommunications, wireless and satellite related services.

CUSTOMER INFORMATION

Skycomm Group Co., Ltd (Skycomm) is an emerging telecommunications service provider specialized in wireless communication service, network operation, application system integration, terminal product R&D, and electronic product distribution.

Under the approval of Ministry of Information Industry, Skycomm is authorized to provide services such as wireless data, satellite communications, call center, as well as the reseller agency of other telecommunications service providers.