

# TeleFlow: Real-Time CDR/IPDR Data Processing Engine

A backend connector application which performs all the complex tasks to carry out operations related to network provider. This includes managing billing, usage customer alerts.

**Telecom Industry**

## Abstract

The customer is a Mobile network operator that delivers secure and controlled internet access to a variety of industries across North America and globally in 24 other countries. The customer provides lot of connectivity, software, hardware products and services to businesses, schools, hospitals, government agencies, and telecommunications enterprises.

## Problem Statement

Our customer provides cell phone service for kids. The services includes different cell phone services like SMS, call, GPS locator, picture messaging. Every customer can have their own purpose or choice for the features. It is important to:

- Offer prepaid and post paid billing service.
- Calculate usage accurately to restrict the leakage
- Manage different billing cycles for customers according to their subscription day.
- Alert customers when usage reaches certain level or balance wipes out.
- Provide different packages that fulfills everyone's need.

## Benefits Delivered

- 100% automated billing which supports Paypal, Credit cards or wallet balance
- Accurate balance alert system for vendors and subscribers
- Optimized leakage management with less than 1% leakage ratio.

## Challenges & Limitations

- Keep track of balances in realtime so that customer can be alerted and over usage of services can be prevented.
- Testing of the billing and alert system as real operations can not be performed.





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## Aspire Solutions

Aspire created a back end application that manages billing, subscriber balances and intine alerts for subscribers as well as for the carrier to decide to allow/deny a service to the subscriber.

- Proposed best tech stack and architecture for the futuristic application.
- Paypal integration for the bill payments.
- Implemented robust billing system that auto debits the amount from subscriber's paypal account, credit cards or wallet to renew the paks.
- Implemented concept of buckets to maintain different balances for different services like text, calls, picture messages, location services.
- Processing of CDR(Call Detail Record) and IPDR(IP Detail Record) received from the carrier.
- Created a webbased application to aid customer care representatives to see, help and correct customer issues.

## Technologies


Java EE, Spring (Core, Boot, AOP, IoC, MVC, Security, Scheduler), Velocity, Struts, JMS, Activ MQ, Google Maps, JQuery, Junit, SVN, Hibernate, Oracle, iBatis

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The team at Aspire Software Solutions is simply the best. What makes Aspire so great is their attention to detail, availability and most importantly, their knowledge and expertise to deliver on time and according to requirements.

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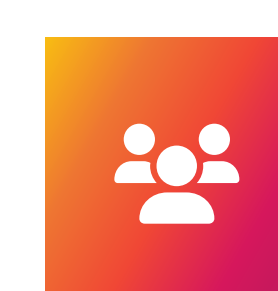
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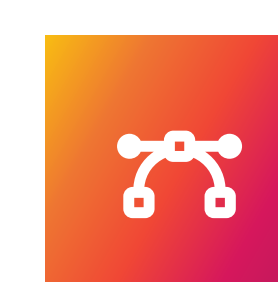
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