



***rts***  **Resolve Tech  
Solutions**

**Transforming  
Operations at a Leading  
Telecommunications  
Firm**

## Client



A leading telecommunications firm with a \$1.8 billion turnover and an employee count of 2,500 offers diverse communication services, including voice, data, internet, wireless, video, and secure networks to multi-location businesses across North America.

**It operates primarily in two distinct spaces:** the B2C business model and government/federal agency partnerships.

## Vision



Growth and  
Venturing into the  
B2C market

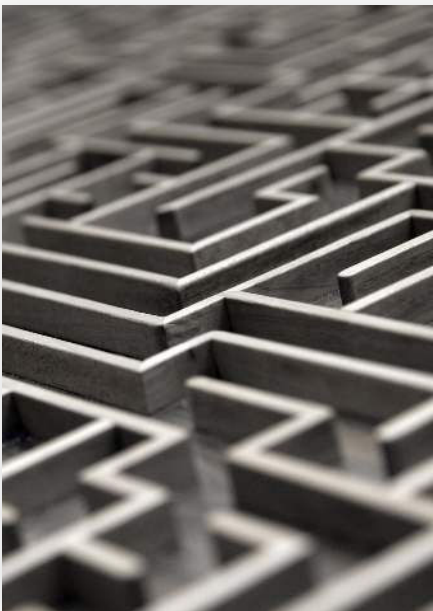
## Business Objective



**RTS was engaged by the client to:**

Replace their existing home-grown systems including the legacy(third-party) solutions used for Quotation and Pricing Management, as well as internally-developed Excel-based tools, to streamline and integrate their processes.

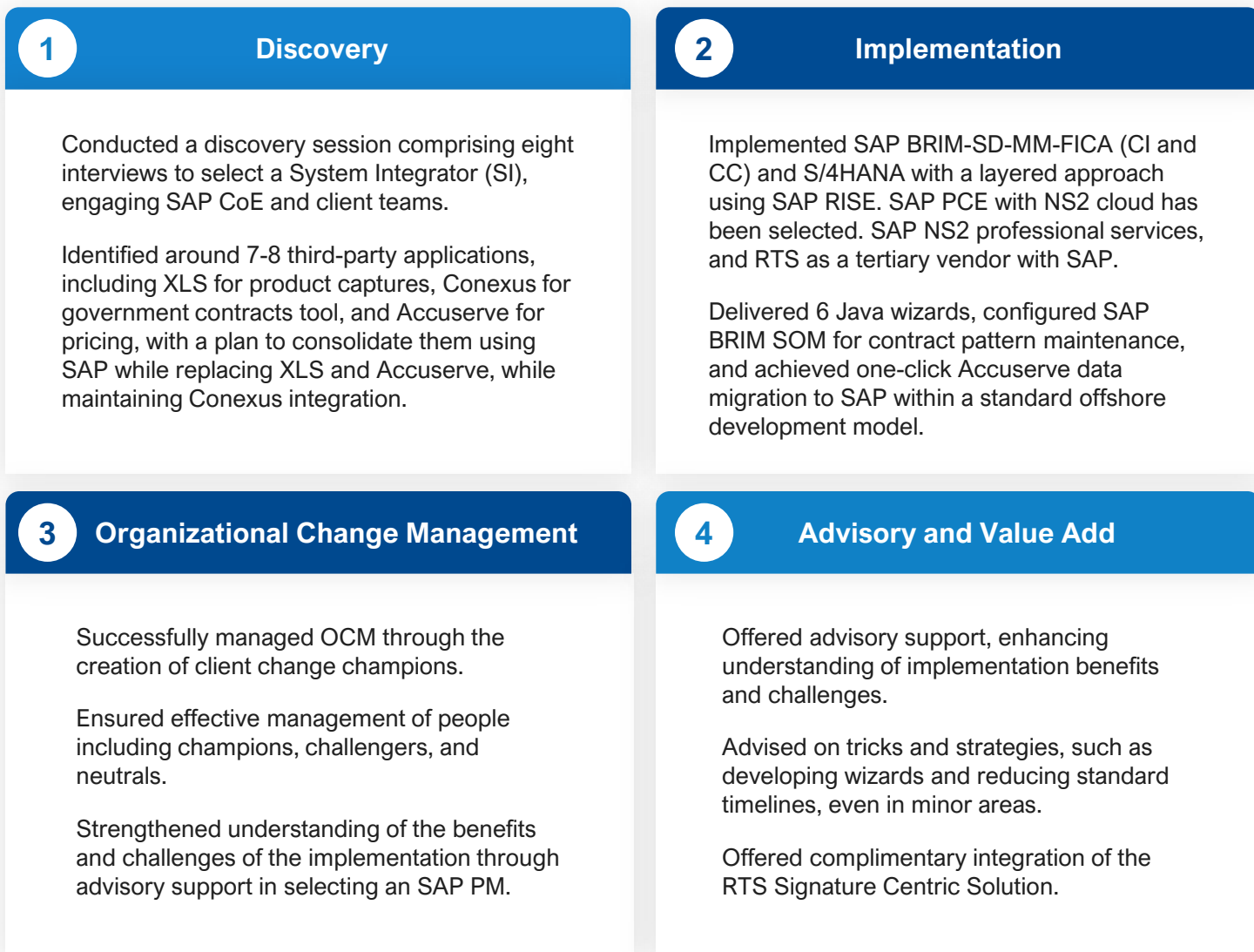
Implement an integrated system to address scalability, accuracy, audit and reconciliation, revenue recognition, and real-time data needs, overcoming the challenges posed by disparate systems.




## Challenges


- Budget limitations due to a flawed initial discovery and budgeting by SAP CoE team
- Working under a tight timeline as the standard SAP Implementation would have been too time-consuming
- Resistance to change particularly from individuals comfortable with existing systems
- Building Trust in the new system
- Limited SAP Solution knowledge in the client team
- Difficulty in achieving an integrated approach due to the use of disparate applications in the system.

# Approach




**Technology and Frameworks** 

- BRIM suite (SOM + Convergent Charging + Convergent Invoicing+ FI-CA)
- SAP FICO + SAP MM
- S/4 HANA
- Java Wizards

**Team Structure** 

6 onshore + 9 offshore  
Resources security cleared

**Delivery Methodology** 

Hybrid Agile

## Key Highlights



- Developed 6 Java wizards to efficiently handle routine tasks, ensuring faster processes and future readiness for a complete SAP migration.
- Introduced a utility within SAP to maintain pricing files, a crucial requirement for Accuserve until its decommissioning.
- Implemented a one-click migration process to seamlessly transition data from Accuserve to SAP.
- Configured SAP BRIM SOM to efficiently maintain the Accuserve contract pattern within the SAP environment.

## Let's Talk:



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