

Case Study

Telekom Austria, Infonova

Infonova Multibrand ISP Platform

Companies submitting case study:

Telekom Austria
Infonova

Authors:

Helmut Leopold, Managing Director of Platform and Technology Management, Telekom Austria
Joerg Steinbauer, Program Manager, Infonova

Applicable TM Forum Technical Areas:

NGOSS, eTOM, Multi-technology Network Management

Viewpoint:

Service provider perspective, System integrator perspective

Services:

Voice, Video, Data, VoIP, IPTV, VPN

Network Technologies:

Mobile GSM/GPRS, Mobile Edge/UMTS, Cable, Broadband, Fixed Line, DSL, IP, WiFi/WiMax

Business Problem:

Due to historical developments and acquisitions the Telekom Austria group had to operate a large number of different mail systems and other Internet core service applications with high operational, maintenance and development costs.

Additionally Telekom Austria group was searching for a modern and future proof mail and communication application for their residential and SOHO/SME customers. Beside technical requirements like stability and scalability the application should provide desktop like functionalities, Web 2.0 features and a seamless integration into existing portal applications.

Solution Implementation:

Telekom Austria selected the Infonova Internet Core Service Platform (Infonova ISP), which was already used by the domestic fixed line retail business, as future shared Internet Core Service Platform for the whole Telekom Austria group. Furthermore Telekom Austria asked Infonova to integrate and develop the new Web 2.0 based Mail and communication application.

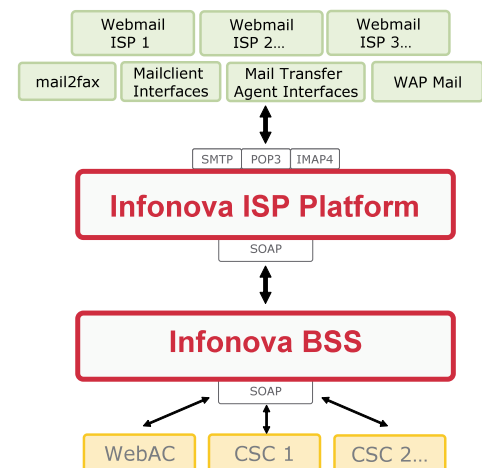
The main reason for this decision was the open architecture of the solution based on open source modules. This guarantees an easy integration with existing applications and a highest possible level of flexibility to provide a highly differentiated communication application for their various customer groups – e.g. mobile and fixed line customers, residential and small business customers.

The mail core design focuses on performance and scalability to support a huge number of mailboxes and mail traffic. It supports all common mail standard protocols including (E)SMTP, IMAP and POP3. The architecture features a robust core system with the mail transport agent (MTA), mailbox access, provisioning, logging and monitoring. Further core security capabilities like spam protection and virus control were included. The core system was tailored to suit high performance (important for mass hosting) and high scalability in all levels at a guaranteed availability of 99.9% according to Telekom Austria's ambitious ITIL service level agreements.

The platform is fully integrated into Infonova BSS and also provides a Webservice based integration layer according to TMF guidelines – this supports an easy integration into any different OSS/BSS environment.

Deployment and Results:

Infonova ISP together with the Web 2.0 communication application provides mail services that fit for almost any business requirement of Telekom Austria group – including fixed line and mobile business. Key components of the solution are a solid and scaleable shared mail core module and a flexible web application framework. With Infonova ISP Telekom Austria is capable to offer its customers a highly flexible mail platform including a Web 2.0 application providing a wide range of residential and business focused features. The open interfaces based on NGOSS guidelines support an easy integration of the platform into existing OSS/BSS environments for provisioning, billing performance monitoring and customer service processes. Special features like single touch provisioning and event or content based billing (e.g. billing based on SMS alerts, ...) are also supported.



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