

# Digital Transformation

Country: Croatia



## MNO

Croatian Telecom (Hrvatski Telekom - HT), member of the Deutsche Telekom Europe B.V.



## Scope

Hrvatski Telekom ("HT") has started a transformation program for consolidation of CRM, OM, Billing (Business Support Systems - BSS) and Operations Support Systems (OSS) systems across all lines of business, as well as optimization of product portfolio and business processes.



## OSS/BSS integration

With the new OSS/BSS landscape elements introduced, new integration principles and solutions needed to be defined across entire OSS/BSS ecosystem. In order to provide the maximum business benefits with minimum number of customizations required, the new systems needed to integrate with existing HT systems. Based on the available technology, existing systems and the capabilities of the new systems, the following integration types have been identified:

- Front-End Integration – Integration on the GUI Level between two systems
- Service Integration – Integration on the Service Level between systems
- Data Integration – Integration on the Data level between systems
- Point-To-Point Integration – Direct/ Point-to-Point Integration between two systems
- Batch Integration – Integration in order to support processing of batches of data/requests



## Description

Present OSS/BSS ecosystem need to

be investigated and analyzed for the purpose of application consolidation and developing integration solution. Workshops across all business lines were conducted in order to acquire "as is" systems description. Business processes were captured. "To be" final OSS/BSS architecture was defined. 4 transition architectures were identified. Each phase (transition architecture) was reached through detailed interface specification: High Level Detailed Functional Design (HLDD), Low Level Detailed Technical Design (LLDD).



## Challenges

Digital Transformation project biggest challenges were implementing completely new BSS and OSS landscape elements, in phases during a period of 30 months, while keeping up with the Business-As-Usual requirements in a highly dynamic industry of a First Tier network operator. Transitional changes to almost entire landscape (including CRM, Billing, Workforce and Service Management, Service and Resource Inventories) made a huge impact on entirely OSS/BSS environment. New integration principles needed to be introduced. Four different transition architectures were identified, with the main goal of having the minimum impact on ongoing operations and at the same time finally providing modern and flexible OSS/BSS environment.

Emphasize was on producing bullet-proof integration solution that will follow best practices and standards, and provide minimum code waste while transiting through phases.



## Engineers role

Business Analysts, Solution Architects.