



Industry/market
Telecommunications

Case Study: Staffing

The Problem:

A UK based software house has two main products – a geolocation system for mobile networks, and an automatic cell planning tool. In common with many companies, they deploy their products in customer network trials as part of their sales strategy. Within such trials, there is a need to supply the customer's engineers with product training and support. When this company had an opportunity to perform such a trial in a major carrier's network in the USA, they realised they needed supplemental engineering training expertise.

In developing both these pieces of software, they realised that the effectiveness of the cell planning tool could be greatly enhanced if it were to use traffic and measurement data gathered by the geolocation system, instead of the manufacturer's predictive models. A project was commissioned to trial the integrated system in one of their customer's networks, in the USA.

To complete such a large task they realised they were short of the expert RAN optimisation engineering required to validate the system and called on Impleo for help.

A UK based software house needs to trial an integrated system in one of their customer's networks in the USA. In order to support such a trial they would need supplemental engineering training expertise.

Impleo's solution:

The initial trial was for a three month period. Impleo staff were quickly engaged for one-2-one tutorials with the operator's staff. Within a short time Impleo staff had organised and conducted more formal classroom lessons for multiple users, in two different locations, in two different states.

Why Impleo?

Impleo's expert and experienced staff were able to work closely with the operator's development team and engineering staff to (1) prepare the two software components, (2) export data from the geolocation system in a format that could be used by the cell planning tool and (3) identify a trial optimisation area.

Benefit/ROI

Impleo staff enabled the software house to successfully complete its project on time and in budget, and exceeded the end customer's expectations.