



White Label



# Case study: Telenor

## Business Objective

Telenor is one of the biggest telecom operators in the world with its operations in Europe and Asia.

They wanted to enter the hosting market for Serbian business operators. They needed a reliable partner for the whole design, implementation and support/maintenance of their platform.

One of the biggest challenges was platform integration with present billing system over custom built API.

Requirements included an infrastructure that operates in high availability mode, level 2 and 3 support outsourcing, internal team training and ISO 27001 compliance.



Time-to-  
market of only  
**45 days**  
achieved!



## The challenge

- this model of operations was relatively new for Telenor in Serbia
- Telenor defined objectives to be met, not specifying how the objectives were to be met
- infrastructure had to meet a 99.999% uptime requirement and it had to be provided by One Managed/Mainstream

## The solution

- complete solution design and delivery with infrastructure design and implementation meeting 99.999% SLA
- API middleware development for simultaneous cPanel automated provisioning
- disaster strategy developed and synchronized with Telenor's business continuity plan
- team training for Telenor tech support preparing them to be able to solve first level cases

## About the Client

Telenor Group is one of the world's major mobile operators with 166 million mobile subscriptions, listed on Oslo Stock Exchange. It has mobile operations in 30 markets. It is one of the fastest growing providers of mobile communications services worldwide.