

International SMS Interoperability

The Customer

A New Entrant, Wireless Carrier, which is rapidly expanding across Canada.

The Project

The planning and testing of International SMS interoperability with over 700 international carriers for a new Canadian Wireless Carrier. Although the Carrier was subscribed to Syniverse International SMS Gateway Services, there was a fundamental need to conduct a 2-way test to ensure that the communications of the Carrier with each international partner is flawless.

The Challenge

The scope of the project presented challenges on several fronts:

1. Communicating with people in many countries around the globe in different languages;
2. Identifying within each international carrier, the person responsible for Carrier Relationships;
3. Overcoming the time difference with all the countries and carriers being tested;
4. Prioritizing the international carriers based on multiple criteria for calling.

COMsolve's Solution

Leveraging the extensive project management expertise, COMsolve provided a one-stop-shop solution:

- We put together a team that included bilingual and trilingual testers;
- We provided a team that was scheduled for work in 3 shifts to cover all the needed time zones;
- We trained the team to follow a specific script in order to ensure that the right manager will be identified quickly and the test conducted in a cost-efficient manner;
- We followed up with Syniverse to report any identified problems and bring them to a successful closure.

The Benefits

1. The proactive nature of the project assured an early detection of interoperability problems prior to the commercial launch of the service;
2. The pre-launch testing guaranteed a higher satisfaction level with the QoS;

3. The operational team could focus on the day-to-day operational issues without worrying about the planning, execution and testing of a one-time project;

COMsolve's extensive experience in project management assured a complete one-stop solution with a guaranteed on-time and on-budget delivery.