



Telcordia

Using VisiBroker to integrate complex communications offerings for the world's telcos

Challenge

Integrating an extensive product range with the operations support systems used by its customers led Telcordia to look for a world-leading CORBA ORB.

Solution

> VisiBroker®

Telcordia

Telcordia is the global leader in the development of mobile, broadband, and enterprise software and services, and is known for getting it right the first time. Headquartered in Piscataway, New Jersey (USA), with offices worldwide, Telcordia delivers award winning products and services to over 800 customers in 55 countries. The company's globally-renowned expertise stems from more than 25 years of communications leadership, which has led to more than 1,800 patents issued and numerous industry awards.

Telcordia's customer list reads like a "Who's Who" of the telecommunications world. It helps communications service providers (CSPs), enterprises, suppliers, and government agencies worldwide solve their biggest challenges while improving operational efficiency and achieving true differentiation in a crowded and highly competitive market.

CORBA Object Request Broker required to integrate with operations support systems

Across the large and demanding service provider customer base, long-term support and current solutions are critical. For them, downtime is not an option. In offering innovative and robust products, Telcordia draws on the expertise of best-in-class products from third-party suppliers to integrate with the solutions it offers its customers. For the past decade, VisiBroker from Borland, a Micro Focus company, has been a core part of over twenty Telcordia products.

"Ten years ago, when we recognized the need for a world-class CORBA broker, Borland's VisiBroker provided the ideal solution – and continues to do so," notes Michael J. Davies, Director Computing Architecture, Telcordia.

Highlights

- > A core part of over twenty Telcordia products
- > Valued ten-year relationship
- > World-leading CORBA integration

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The global communications standard for telecoms

CORBA is the global communications standard for telecommunications companies. Some ten years ago Telcordia recognized the need for a CORBA Object Request Broker (ORB) that would integrate its solutions into the complex network of operations support systems employed by its customers. The company carried out a thorough assessment of CORBA ORBs on the market, identifying VisiBroker as the best fit for its purposes.

“The decision to adopt VisiBroker has served us well,” says Michael Davies. “At the time we were not only looking for a product that would deliver high performance and was well supported, but we needed assurance that there was a high probability that it would be supported and enhanced in the future.”

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An integral element of Telcordia’s products

Today, VisiBroker is the most widely deployed CORBA ORB infrastructure, with more than 30 million licenses in use globally. It ensures complex distributed applications can be developed, connected, and deployed in a standard, secure and scalable manner. Telcordia has embedded VisiBroker into many of its solutions including:

- **Telcordia® Force** – a highly distributed workforce management solution. VisiBroker is instrumental in delivering the capability to coordinate system workload distribution across multiple servers

- **Telcordia® Number Portability Gateway** – a globally delivered solution that streamlines the number porting process for service providers. VisiBroker helps to integrate internal operations with the national number portability clearinghouse, enabling an end customer to switch to another provider while retaining his/her original phone number.

Support underpins the ten year relationship

Since the solutions available from Telcordia feature frequent major releases and minor updates, a very high level of support is required for a variety of computing platforms, programming languages, and frameworks for both current and previous versions. Telcordia works closely with Micro Focus to assure lifecycle support on both ends and has consistently received satisfaction on its support SLA, including 24x7 standby for recent new project rollouts with major telecom operators.

The strong relationship between Telcordia’s product development teams and Micro Focus is underpinned by the depth of commitment from Micro Focus Technical Support. As Sheree Hochheiser, Senior Project Manager, Vendor Technology Management at Telcordia says, “Over the years we have called on the VisiBroker support teams on a number of occasions, always finding them knowledgeable and helpful. There have been instances where they have gone beyond the usual support realm and they have even helped identify issues in other vendors’ products that impact performance. The partnership is really valued.”

As a critical component of its offerings, maintaining the performance of VisiBroker is a priority for Telcordia and Micro Focus. As the relationship has matured over the past ten years, Micro Focus and Telcordia continue to deliver a unified solution to customers all over the world.

About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers’ business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

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