

# TELUS Mobility

## Channel Claims System



### CLIENT PROFILE

TELUS Mobility, a business unit of TELUS Corporation, provides wireless voice, data and Internet services to several million Canadian business and consumer clients via two state-of-the-art digital wireless networks: PCS and Mike.

### BUSINESS CHALLENGE

TELUS Mobility utilizes the services of several thousand external sales dealers, nationwide, to promote and sell TELUS Mobility products and services. Marketing and promotional costs expended on behalf of TELUS Mobility offerings by the dealers are eligible for reimbursement.

Initially, TELUS Mobility utilized a highly manual process to receive, review, authorize and pay these promotional expenses, known as channel claims. This process was time-consuming, slow, and lacked financial controls. This resulted in a longer-than-desired backlog of unprocessed claims, as well as a prevalence of duplicate claims and sometimes costly errors.

To speed up the payment process and create an online claims submissions tool for dealers, an application was

quickly developed by an external firm to meet immediate needs. Although this application resulted in more timely payments than previously experienced, the application required extensive manual intervention and costly fixes to remain functional. On top of this, the technologies used (Visual Basic and SQL Server 2000) were non-standard to TELUS Mobility's environment (Java, J2EE technologies, Oracle), creating additional support challenges.

TELUS Mobility required a high-performance, low-maintenance, easy-to-use and extensible application to support fast and accurate processing of promotional expense claims by its valued dealers. Additionally, this application would need to integrate seamlessly with other systems so as to further streamline the channel claims process.

### PARTNERING FOR SUCCESS

TELUS Mobility needed a partner experienced in the development and deployment of complex web-based business-to-business applications. This partner would need to be skilled in the incumbent application's technologies (Visual Basic, SQL

Server), the target application's technologies (J2EE technologies, Oracle), and the operating environment at TELUS Mobility (Unix, Weblogic, STRUTS).

TELUS Mobility selected Trigon to fill this role. Trigon had developed a solid track-record of architecting, developing and deploying

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**"Trigon worked with us through complex requirements and tight timelines to ensure that we received a superior product that fully aligned with our business needs."**

Isabella Lim,  
Commissions Team Manager  
TELUS Mobility



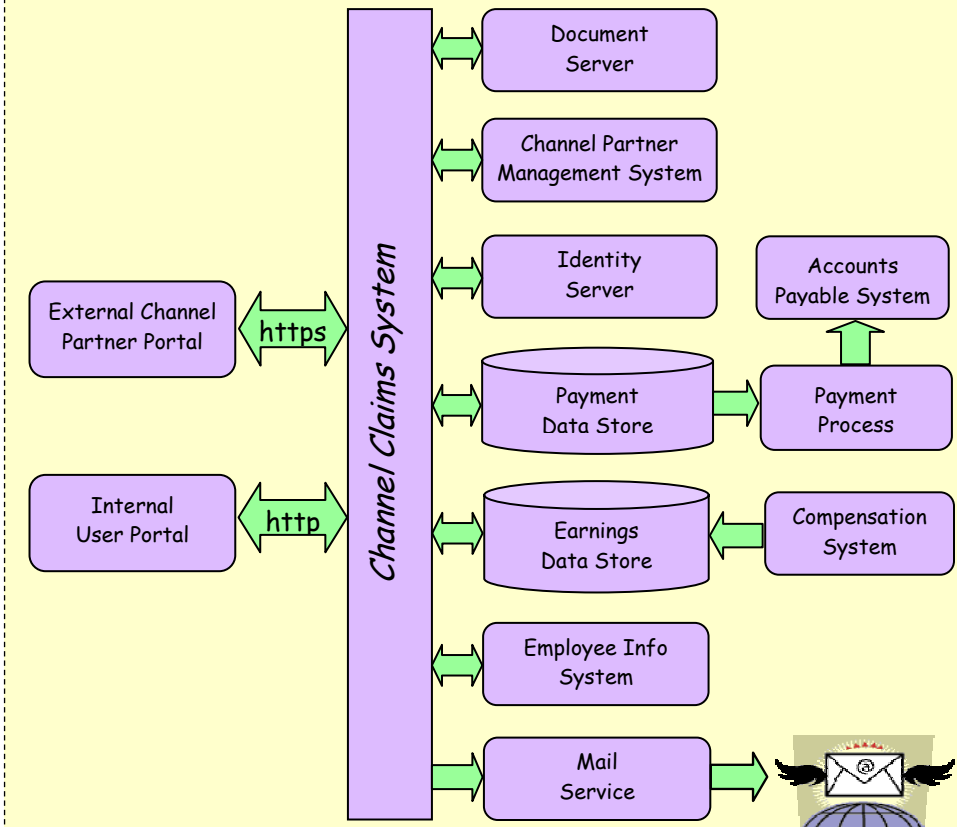
# TELUS Mobility

## Channel Claims System

PROJECT BRIEF  
(CONTINUED)



### Channel Claims System Integration



- Significantly improved system availability (no more outages),
- Transition to TELUS Mobility's standard J2EE architecture (enabling in-house operation and support),
- Elimination of data duplication (improving data accuracy),
- Elimination of manual processing of earnings downloads, payment uploads, mergers and buyouts (improved efficiency),
- Integration with supporting and downstream processes (additional efficiencies).

TELUS Mobility now has an easy-to-use, robust, efficient and extendible system that has been instrumental in streamlining the dealer channel claims process.

Trigon continues to partner with TELUS Mobility on roll-out of new features.

### ABOUT TRIGON

Trigon Computer Solutions Ltd. is an information technology solutions provider, delivering advanced e-Business products and services to the communications industry.

For more information about Trigon's ability to provide web-based application development and systems integration solutions to your company, contact Trigon at (905) 470-4044 or [sales@trigon.ca](mailto:sales@trigon.ca).

complex n-tier web applications that met or exceeded the firm's business requirements and technology standards.

### MEETING THE CHALLENGE

While requirements gathering and funding approval for the replacement application were underway, Trigon hosted the incumbent application at Trigon's secure facilities in Markham. This significantly

reduced operational and support costs and concerns for TELUS Mobility.

The effort to architect, develop and deploy the Channel Claims System into TELUS Mobility's production environment was roughly a year's work, performed within four calendar months.

### RESULTS

The redeveloped Channel Claims System has resulted in:

