

TELUS

Handset Transparency



CLIENT PROFILE

TELUS is a leading national telecommunications company in Canada, with \$9.1 billion in annual revenue and 11.1 million customer connections. TELUS is a full-service incumbent local exchange carrier in British Columbia, Alberta, and Eastern Quebec; offering local, long distance, internet, video and entertainment services. TELUS is also a national wireless service provider, and employs more than 34,000 team members across the country.

BUSINESS CHALLENGE

Technology moves fast, especially in the wireless communications industry. New hand-held devices like SmartPhones, and iPhones are constantly being introduced and customers want them right away and don't like waiting to upgrade until their contract ends.

TELUS needed to find a way to make the value of the handset transparent to the customer and to make it easier to do mid-contract upgrades.

TELUS came up with an innovative plan that they knew would be a game-changer for the entire Canadian wireless industry. The solution was to record the value of the customer's subsidized handset right on the contract. And then show them the value of that handset being reduced each month over the life of the contract.

The only question was, could they get it done in time?

PARTNERING FOR SUCCESS

TELUS needed a partner experienced in developing high-capacity, enterprise-class web services. This partner would need to be skilled in database technologies and integrating to other systems. TELUS also needed a partner to help them clarify their innovative, high-level vision and turn it into a manageable project with well-defined objectives, budget and timelines.

TELUS put their trust in Trigon to be their partner on this urgent, high-profile, "too big to fail" initiative. Trigon had developed a solid track record delivering solutions on-time, on-budget with exceptionally high quality and TELUS was confident we would deliver.

DELIVERING THE SOLUTION

Trigon worked with TELUS to develop a two-phase strategy to design, develop and deliver the Rewards System for the Handset Transparency project.

The first phase involved delivering the infrastructure necessary to establish a Reward account that would track the value of each new customer's handset balance. The infrastructure included two web services that would be called by over ten front-line applications, three batch jobs and the underlying database to support all the transactions.

The focus of the second phase was to enable the transactions on the Reward account for handset upgrades. The second phase delivered additional web services and batch jobs, database extensions and integration with over twenty customer-facing applications, including bill presentation of the handset balance on the customer's monthly bill.

Trigon's work for the two phases was performed over a 12 month period from contract initiation through production deployment.

Continued on Reverse...

"Partnering with Trigon was one of the best decisions I made on this project. Trigon was able to quickly add value to this high profile project and delivered a solid technical solution that fulfills our business need and vision for the future."

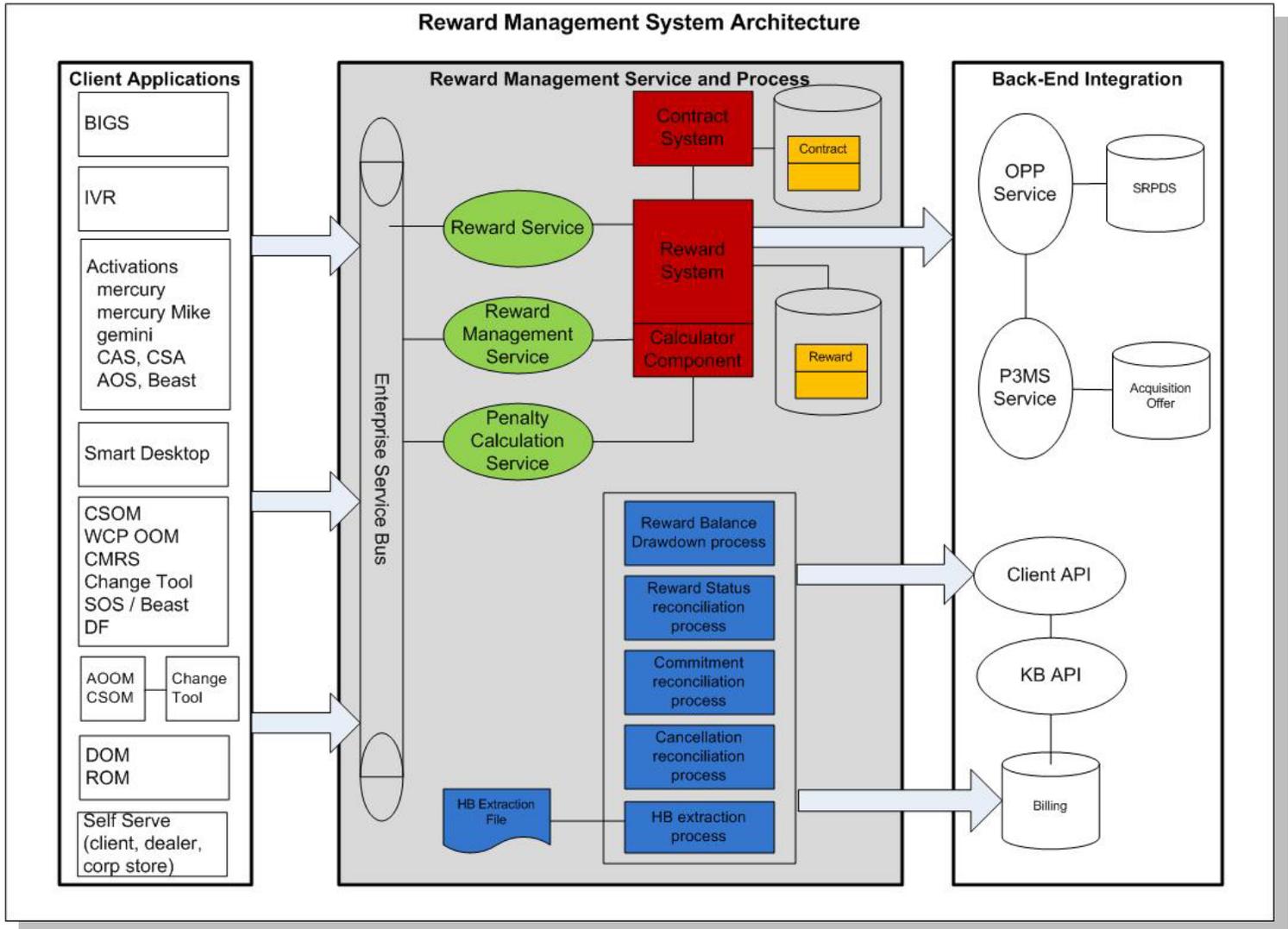
**Steve Pimentel
Development Manager,
TELUS**



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PROJECT BRIEF
(CONTINUED)



RESULTS

The Rewards Management System is at the core of a game changing strategy within the Canadian wireless industry, enabling TELUS customers to see the value of their handset when they activate on a contract and to easily upgrade their handset when they desire. The Rewards Management

System's database and web services are now supporting one million transactions per month from over twenty of TELUS' customer-facing front-line applications.

ABOUT TRIGON

Trigon Computer Solutions Ltd. specializes in the development of enterprise-class, web-based

applications for customers requiring scalable, high availability solutions that bond businesses with partners, service providers and customers.

For more information about Trigon's ability to provide solutions to your company, contact Trigon at sales@trigon.ca or (905)470-4044.

