

TELUS

Vesta Ordering Solution



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

The challenge came right from the top, and was identified as a priority by TELUS President and CEO, Darren Entwistle.

TELUS had a vast network of dealers and retailers selling TELUS wireless services, and Darren wanted to leverage this network to also sell TELUS wireline-based internet and video services.

The network of sales partners was already supported with a portal, sales systems and compensation systems. The challenge was in how to leverage existing applications, while also creating a new solution for ordering. To further complicate matters, TELUS was really two organizations that were evolving and being consolidated. This would be the first initiative where both the wireless and wireline business processes, applications and people were to be blended together.

PARTNERING FOR SUCCESS

TELUS needed a partner that could not only deliver a solution, but also ensure that the solution fit the organization's overall technology direction. They needed a partner that could navigate through the challenges of integration as well as the challenges of integration between two different lines of business. They needed a partner they could trust, on a project that had visibility all the way to the top. And, so, TELUS turned to Trigon.

DELIVERING THE SOLUTION

Trigon quickly developed the overall solution architecture, defining how the total solution would be delivered and identifying:

- which applications would remain as is,
- which would be enhanced, and
- which needed development from the ground up.

The Vesta Ordering Solution was an application that needed to be developed. Trigon took on the project, starting with definition of functional requirements, then design, and finally developing the system and helping deploy it into production.

Trigon delivered the initial application to TELUS for integration testing within four months of the definition of the solution architecture.

Continued on Reverse...

"We selected Trigon to partner with us on this critical and highly visible initiative because we had the confidence they could deliver a solution that would meet our business needs while satisfying our technical requirements... and they did not disappoint!"

Michael Lacorte,
Manager,
Systems for Channels,
TELUS



