



A High AI-Q[™]
Company

Business Process Integration for a Leading European ISP

Optimizing internal operations and resource efficiency through a dedicated multi-team development approach and high-performance system enhancements.

Overview

QBurst provided an extended development and support ecosystem to modernize the client's internal business process management system. By deploying four specialized teams across development, QA, live support, and MIS, we optimized mission-critical modules and significantly improved operational throughput.

- **Scalable Resource Optimization:** Reduced operational expenses and recruitment overhead by providing a flexible, high-expertise technical workforce.
- **Drastic Performance Gains:** Re-engineered the billing engine to reduce transaction processing time from 12 hours to just two hours.



Client Profile

Based in Europe, the client is a major Internet Service Provider (ISP) catering to individuals, businesses, resellers, and suppliers. Following its acquisition by a global telecom leader, the company required a robust internal framework to govern complex transactions and streamline cross-segment relationships.

Challenges: Scaling Development Without Operational Disruption

As the client's subscriber base expanded, their monolithic internal software struggled to keep pace with evolving functional requirements.

- **Resource Scarcity:** Recruiting and training skilled developers in-house was time-consuming and distracted leadership from core telecom strategy.

- **System Fragility:** The internal system controlled all business processes; any minor glitch during updates posed a massive risk to the company's reputation and revenue.
- **Performance Bottlenecks:** Legacy billing scripts and unoptimized databases led to grueling 12-hour transaction cycles.
- **Compliance Pressures:** The need for a centralized, PCI-compliant payment platform across the parent group's global subsidiaries required specialized security expertise.

QBurst Solution: Dedicated Managed Services Model

We addressed the client's growing development needs by providing a structured, four-team support model designed to handle the full application lifecycle.

- **Multi-Stream Team Structure:**
 - Projects Team: Focused on building new features to keep the system competitive.
 - QA Team: Ensured all updates were rigorously tested before deployment.
 - Live Code Support Team (LCST): Provided 24/7 maintenance for production environments.
 - MIS Team: Managed extensive reporting and data analytics for business stakeholders.
- **High-Performance Billing Engine:** Forked several PHP scripts for simultaneous execution and performed deep database optimizations to accelerate billing cycles.
- **Secured Payment Gateway:** Developed an encrypted, generic payment system meeting strict PCI regulations for centralized card processing.
- **Automated Fault Management:** Introduced a PHP/Java-based broadband fault management system to automate troubleshooting questionnaires.
- **Reseller Empowerment:** Built a customizable platform allowing resellers to rebrand services and receive consolidated, automated invoices.

Technical Highlights

The solution utilized a hybrid tech stack to balance the agility of PHP with the enterprise-grade stability of Java.

- **Core Frameworks:** Built on a custom MVC framework (PHP) and EJB on a JBoss application server stack for robust business logic.
- **Workflow & Build Automation:** Leveraged Drools for complex workflow management and Maven for standardized build processes.
- **Communication & Security:** Implemented SOAP calls over SSL for secure messaging between staff and customers in discussion forums.
- **Deployment & Project Governance:** Utilized Radmind for consistent deployments and JIRA/Confluence for transparent project and specification management.

Impact

- **Enhanced Development Bandwidth:** Enabled the rapid delivery of complex features and feature enhancements that directly contributed to commercial success.
- **Operational Agility:** Provided the flexibility to scale development support up or down based on current project demands without long-term hiring risks.
- **Data-Driven Decision Making:** The dedicated MIS team delivered complex, customized reports, allowing business units to act on real-time telecom data.
- **Seamless Group Integration:** The new payment gateway facilitated the client's transition to the parent company's centralized global processing platform.