Telesens

GLOBAL SOLUTIONS

Telesens Software Services

- Outstaffing — Best People
- Technology Consulting — Best Solutions
- Outsourcing/Project Delivery — Best Results

What do we offer?

Dedicated teams:

- Candidates selection ☒
- Hiring and other HR services ☒
- Team facilitation and retention ☒
- Administrative support ☒

Outsourcing:

☒ Implementation
☒ Testing
☒ Integration
☒ Maintenance and support

in any reasonable combination

End-to-End Solutions:

- Enterprise-level solutions ☒
- Cross-platform systems ☒
- Web-applications ☒
- Mobile applications ☒

Qualified IT consultants:

☒ Research
☒ Business analysis
☒ Architecture design
☒ UX\UI design

Why it works well?

- Experience
  - 20 years on the market working with big customers on mission -critical projects
  - ISO 9001:2015 certified Quality Management System

- Access to Top -Notch graduates from top Universities

- Team building and Team Optimization capabilities

- Competitive prices
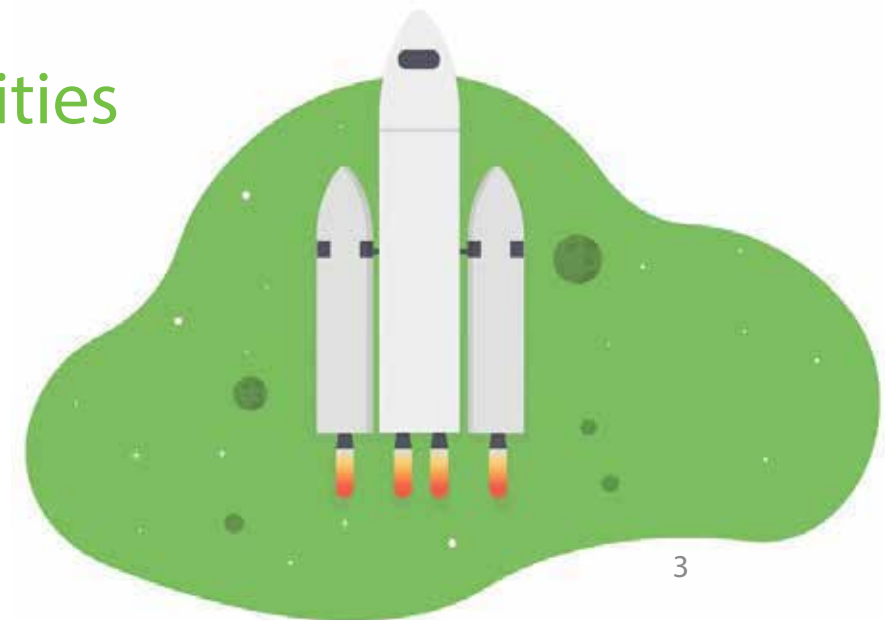
Competencies

Business Domains

- Telecommunications
- Security
- Finances
- Healthcare
- Utility
- Gaming

Technology Domains

- Cryptography and Security
- Blockchain (assets tokenization)
- High Availability Solutions
- Data Analytics and reporting
- Relational and NoSQL databases
- Enterprise Java / Microsoft .NET
- Front-end technologies (HTML/CSS, jQuery, Bootstrap, Angular, Vue, React)
- Mobile applications (Android, iOS)

Adaptive development processes

AGILE DEVELOPMENT
- Diligent product backlog refinement
- Integration of deliverables early
- Minimization of technical debt on each iteration

CONTINUOUS INTEGRATION
- Merging all pieces of software to one central branch
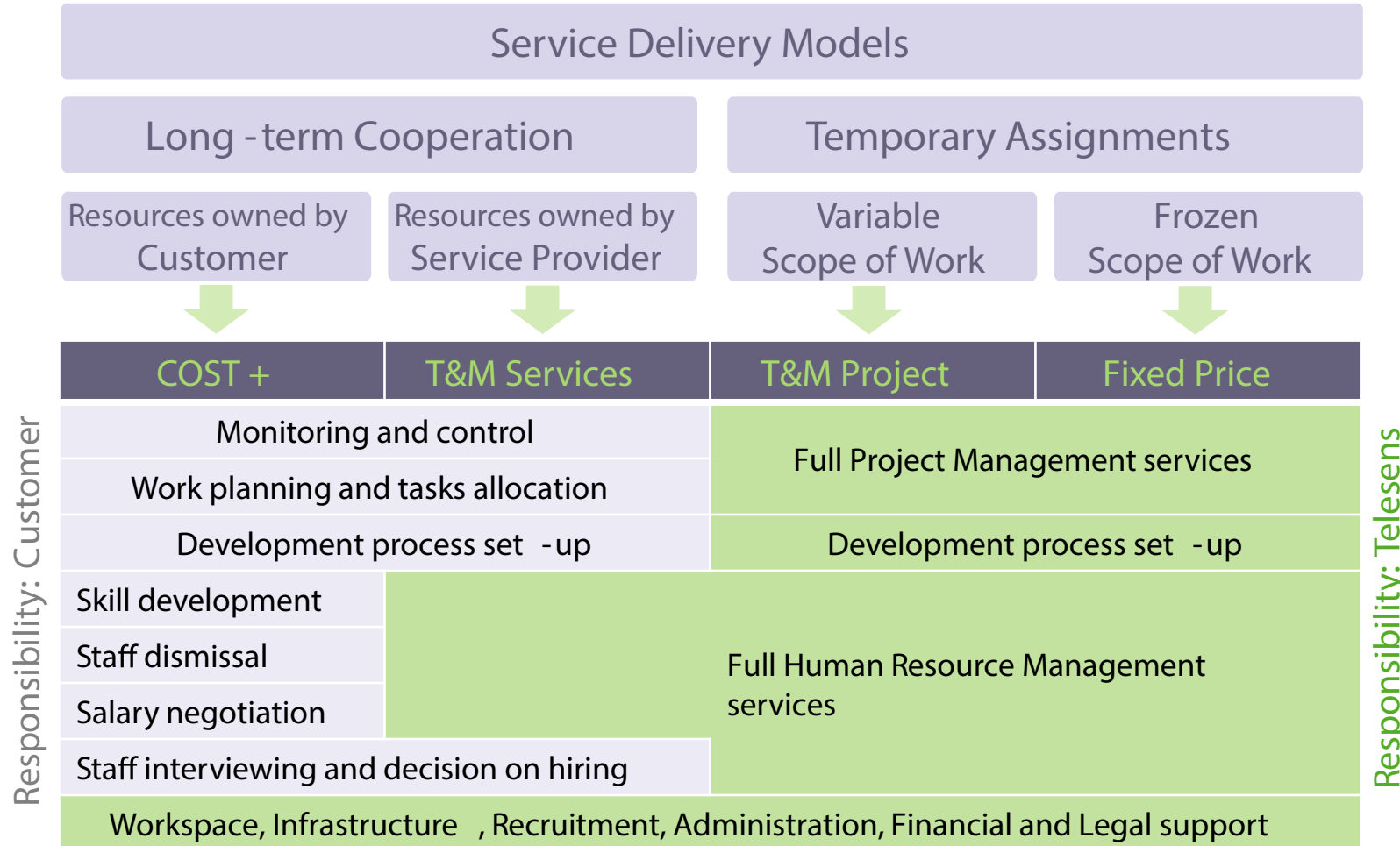
CONTINUOUS DELIVERY
- Tight build cycle with short sprints
- Code base is always at a deployable state

CONTINUOUS DEPLOYMENT
- Every change automatically deployed to the testing environment
- High coverage with automated tests

Flexible delivery models

Service Delivery Models			
Long -term Cooperation		**Temporary Assignments**	
Resources owned by Customer	Resources owned by Service Provider	Variable Scope of Work	Frozen Scope of Work

Responsibility: Customer

COST +	T&M Services	T&M Project	Fixed Price
Monitoring and control		Full Project Management services	
Work planning and tasks allocation			
Development process set -up		Development process set -up	
Skill development		Full Human Resource Management services	
Staff dismissal			
Salary negotiation			
Staff interviewing and decision on hiring			
Workspace, Infrastructure , Recruitment, Administration, Financial and Legal support			

Responsibility: Telesens

For every new assignment, the most appropriate delivery model will be tailored:

- Contract type
- Responsibility sharing
- Project/Service scope
- Milestones
- Costs
- Payment schedule
- and other parameters

Dedicated Team engagement model

- A DEDICATED TEAM is a group of remote staff of any specialization (developers, QA engineers, designers, etc.), who are 100% assigned to a customer for a long time (months or years)

- The customer can manage them just in the same way as his own team

- All processes within distributed teams can be effectively organized in the distributed infrastructure using modern remote collaboration tools

- The BEST CHOICE for:

  - ☒ long-term projects

  - ☒ agile software development methodologies

Basic communication flows
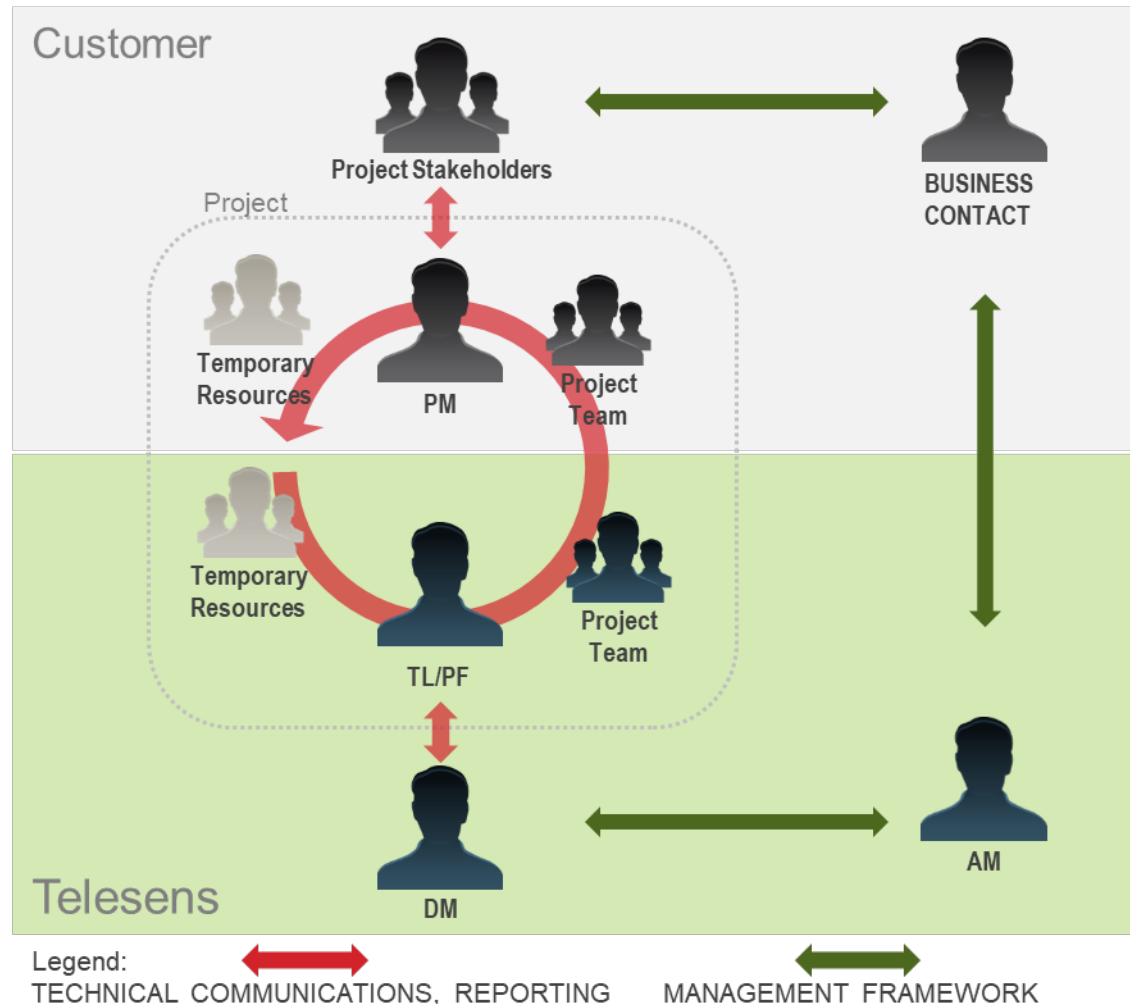
Project Stakeholders – a group that has business interest in the project or will be affected by execution or completion of it. They might be persons within Customer's organization and/or its end -clients

AM (Account Manager) / Business Contact – persons responsible for legal questions, invoicing, issue resolution, escalation, etc.

PM (Project Manager) – manages the project as a whole, incl. parts being made remotely
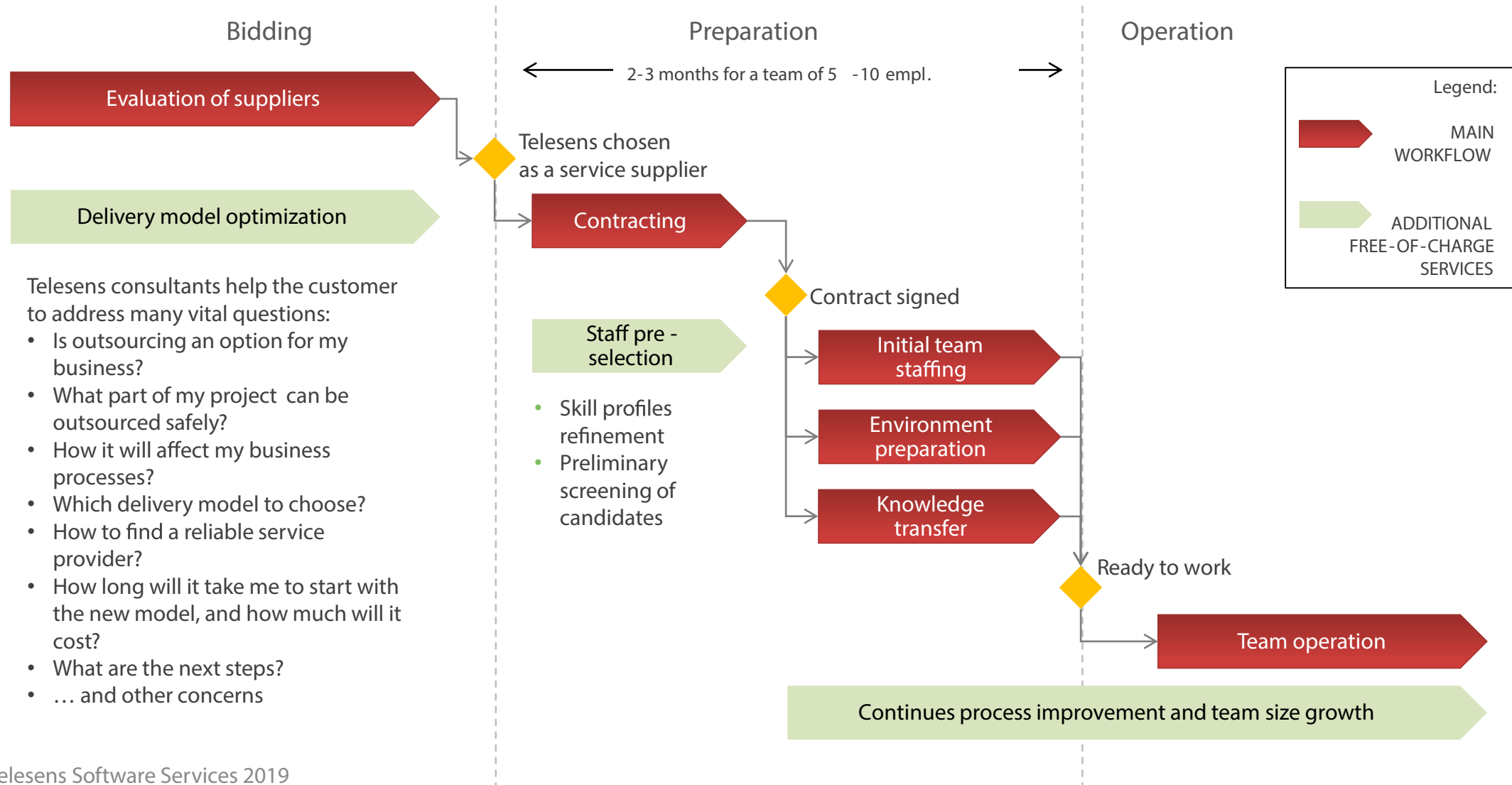
TL/PF (Team Lead / Project Facilitator) – organizes work of the remote team. Primary contact for all project/team related issues

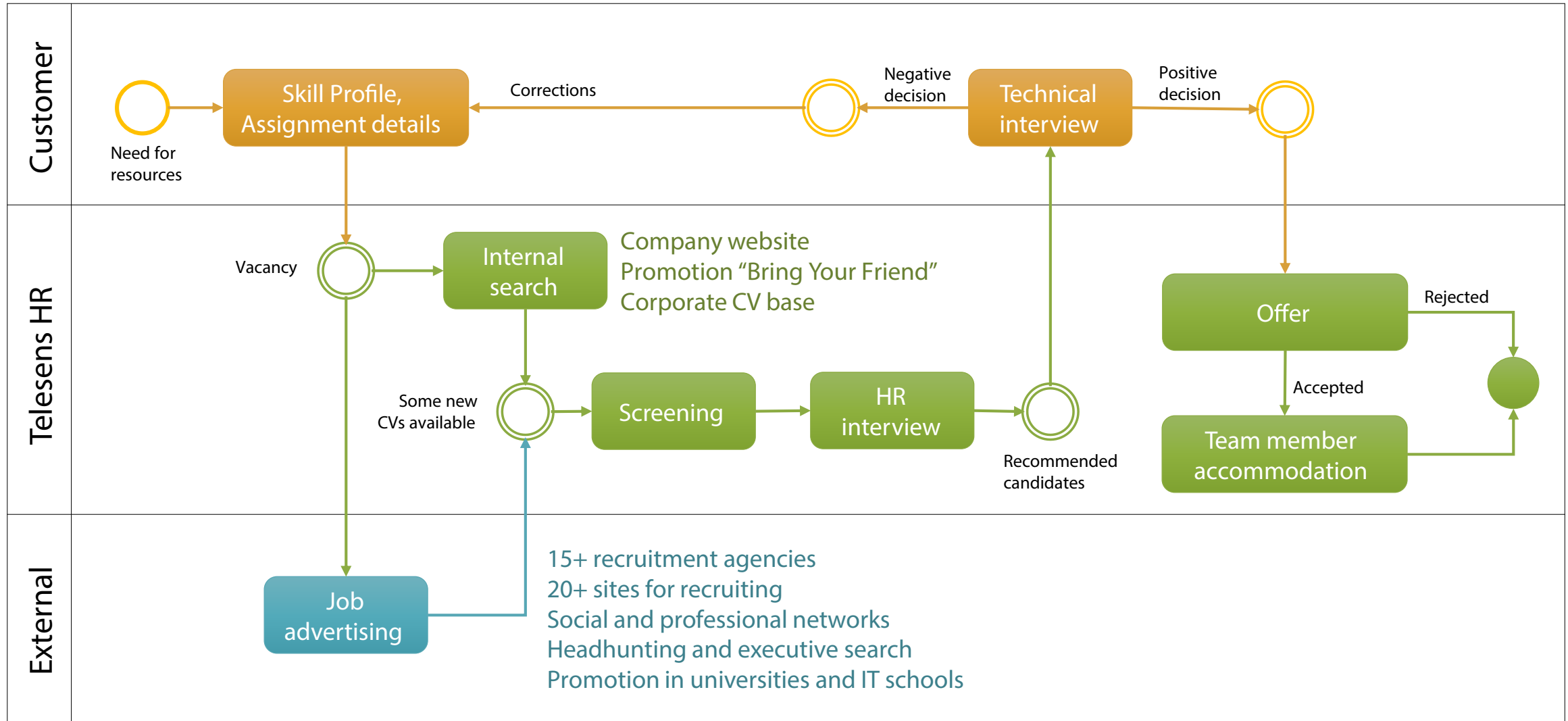Project Team – core team that works on the project permanently

Temporary Resources – employees available for short -term tasks (designers, system administrators, etc)

DM (Delivery Manager) – owns resources and supervises all projects being run within his department

Dedicated Team rollout   process

2-3 months for a team of 5   -10 empl.

Evaluation of suppliers

Telesens chosen
as a service supplier

Delivery model optimization

Contracting

Contract signed

Telesens consultants help the customer
to address many vital questions:
- Is outsourcing an option for my
  business?
- What part of my project can be
  outsourced safely?
- How it will affect my business
  processes?
- Which delivery model to choose?
- How to find a reliable service
  provider?
- How long will it take me to start with
  the new model, and how much will it
  cost?
- What are the next steps?
- … and other concerns

Staff pre - selection

- Skill profiles
  refinement
- Preliminary
  screening of
  candidates

Initial team staffing

Environment preparation

Knowledge transfer

Ready to work

Team operation

Continues process improvement and team size growth

Legend:

MAIN WORKFLOW

ADDITIONAL FREE-OF-CHARGE SERVICES

Team staffing

Team staffing process diagram with three swim lanes:

Customer:
- Need for resources (start) → Skill Profile, Assignment details
- Technical interview → Negative decision → (back to Skill Profile, Assignment details via Corrections)
- Technical interview → Positive decision

Telesens HR:
- Vacancy → Internal search
  - Company website
  - Promotion "Bring Your Friend"
  - Corporate CV base
- Some new CVs available → Screening → HR interview → Recommended candidates → Technical interview
- Offer → Rejected
- Offer → Accepted → Team member accommodation

External:
- Job advertising
  - 15+ recruitment agencies
  - 20+ sites for recruiting
  - Social and professional networks
  - Headhunting and executive search
  - Promotion in universities and IT schools

Ukrainian Job market today

- On average, 1 recruiter processes 3 - 4 vacancies per month
- Job closing period:
  - Junior level specialist – 1-2 weeks
  - Middle level specialist – 2-3 weeks
  - Senior level specialist – 3-4 weeks
- Average "lifetime" of a candidate on the market: 2 -3 days
- Typical failure reasons:
  - long decision time
  - non-competitive salary
  - counter-offers of another companies

Better to grow a team than to hire!

- **Close cooperation with technical universities** gives us access to wide pool of talent people and ability to set -up teams quickly

- **Telesens Academy** - our own educational center allows us to provide our employees with specialized training courses tailored according to customer's needs

- **IT -bootcamp** – a new project we start in 2019 will provide a revolutionary new model of trainings and practical work, that will attract top notch graduates to our program

Project Samples

Since 1998, Telesens has successfully
delivered over 600 projects
in variety of technologies and
under different cooperation models

Project Case #1

Remote Team for a global telecom-vendor

CUSTOMER	DURATION	TEAM SIZE	DELIVERY MODEL
TEOCO (Israel)	10+ years	25 at the moment	Dedicated Team

BUSINESS PROBLEM

TEOCO is a global company headquartered in USA which provides planning, assurance, analytics and optimization solutions for telecommunication networks worldwide. For customization and support of their products in more than 100 countries it needs mobile teams of high-qualified software engineers, who are able to work independently and resolve complex technical problems at customer's locations

TECHNOLOGIES
- Java EE
- Oracle WLI
- Sybase
- BMC ARS Remedy

SERVICES PROVIDED

One of such teams has been placed in Kharkov since 2008. The team performs support and maintenance of specific Customer's applications (fault-management, ticketing, integration platform) and provides system integration services for TEOCO Netrac Gold Suite products.

The team performed more than 100 successful projects in Netherlands, Spain, Israel, Egypt, UAE, India, Australia and other counties.

Project Case #2

Remote Team for a continues web -project

CUSTOMER	DURATION	TEAM SIZE	DELIVERY MODEL
New York Road Runners (USA)	6 years	10 at peak	Dedicated Team

BUSINESS PROBLEM

NYRR is dedicated to promoting the sport of distance running, enhancing health and fitness for all, and responding to community needs. The NYRR organization provides a number of international competitions, the biggest one is The ING New York City Marathon.

Organization of such events requires a lot of information systems which have to demonstrate high availability and performance.

TECHNOLOGIES

- ASP.NET 1.1/2.0/3.5, C#
- SQL Server 2005/2008
- HTML/XHTML, CSS, XML, XSLT
- SQL Reporting Services
- Google Maps API
- Facebook API, Twitter API

SERVICES PROVIDED

Telesens has implemented several projects for the ING NY City Marathon:

- Enterprise Portal
- Public Website
- Athlete Tracker
- Team for Kids Charity Portal

Project Case #3

3rd-party product customization and implementation

CUSTOMER	DURATION	TEAM SIZE	DELIVERY MODEL
Telecom operator (Uzbekistan)	10 months + 5 years support	8 at peak	Fixed price project and SLA for support

BUSINESS PROBLEM

The operator needed replacement of an outdated mediation solution to meet new data volume and performance requirement od the business. All data handling processes had to be migrated to the new platform, including online and offline streams, i ntegration of operator's Network Elements and target OSS/BSSs for pre -billing and charging.

The solution was built on the MediationZone ® platform by DigitalRoute AB

TECHNOLOGIES

- Database - Oracle SE/EE
- Java2EE
- Mediation Zone® Z APL and SDK

SERVICES PROVIDED

Requirements gathering and analysis; Design, 3PP Recommendations issue, Development, Implementation, System Deployment and Support, Change Request implementation.

On-the-fly migration without services interruption due to specific of operations in telecom domain.

Project Case #4

Reengineering of legacy applications

CUSTOMER	DURATION	TEAM SIZE	DELIVERY MODEL
Mobile operator (Ukraine)	8 months + 10 years support	8 at peak	Fixed price project and SLA for support

BUSINESS PROBLEM

The operator had a lot of self-developed addendums to its billing system for pre-paid subscribers, about 200 medium-size applications developed using JRM framework. The ad-hoc nature of these developments and lack of associated documentation resulted in unmanageable storage of executable modules and source code. The operator asked its system integrator, Atos Origin AG, for complete reengineering of this area in order to enable efficient support of the billing environment.

SERVICES PROVIDED

Telesens acted as subcontractor to ATOS Origin and was fully responsible for re-engineering, documenting, source control and support of all JRM modules.

A functional specification was created for each module. Existing sources were compiled and checked against the live versions. A change management process for the JRM environment was set up. Refactored applications are in service during last ten years and followed with support and change-requests-implementation by Telesens.

TECHNOLOGIES

- Database - Oracle
- Java2EE
- JRM framework

Project Case #5

Enterprise - level business solution from scratch

CUSTOMER	DURATION	TEAM SIZE	DELIVERY MODEL
Cleaning company (Canada)	4 years	12 at peak	Dedicated team

BUSINESS PROBLEM

A private, rapidly growing cleaning company in Canada decided to increase its turnover in dozen times, providing services all -over Northern America. Company`s owner relied on the automation all of marketing, logistic and management processes, incl. franchisee management. Available solutions were either too expensive, or not capable to cover all of operations range, that's the decision about custom development was made, and Telesens chosen as a service provider.

SERVICES PROVIDED

Development and implementation of a full -scale Field Services Management Solution (FSM) that supports all aspects of cleaning company operation: services areas management, sales agents management, work planning, working crews management, order management, payments and integration with accounting systems, customer self - care portal, telemarketing and other workflows. The system was deployed in multi -tenant architecture and allows each franchisee to see only own area.

TECHNOLOGIES

- .NET / C#
- JavaScript
- MS SQL
- Kotlin
- Java
- Google map services
- Twilio services

Project Case #6

Product development: Secure Communication Platform TSM

CUSTOMER	DURATION	TEAM SIZE
Telesens (own product)	7 month	5 empl.

- The TSM product allows:
  - Reliable authentication of users and devices
  - End-to-end encryption of transmitted messages and data
  - Individual and group chats with configurable life time
  - Encrypted storage for communications history
- Based on the TSM platform, different services can be built for communications between employees, corporate informational systems and technical devices
- TSM provides increased protection level:
  - true end-to-end encryption with strong algorithms
  - dynamic change of session keys
  - unique "Man-in-the-Middle Attacks" prevention mechanism

Featured Customers

We are open for cooperation!

"

We started 20 years ago, as the first in Ukraine IT-company with foreign investments. Since that time, we installed our products in more than 10 tier-one telecoms in Ukraine, Kazakhstan, Uzbekistan and other countries.
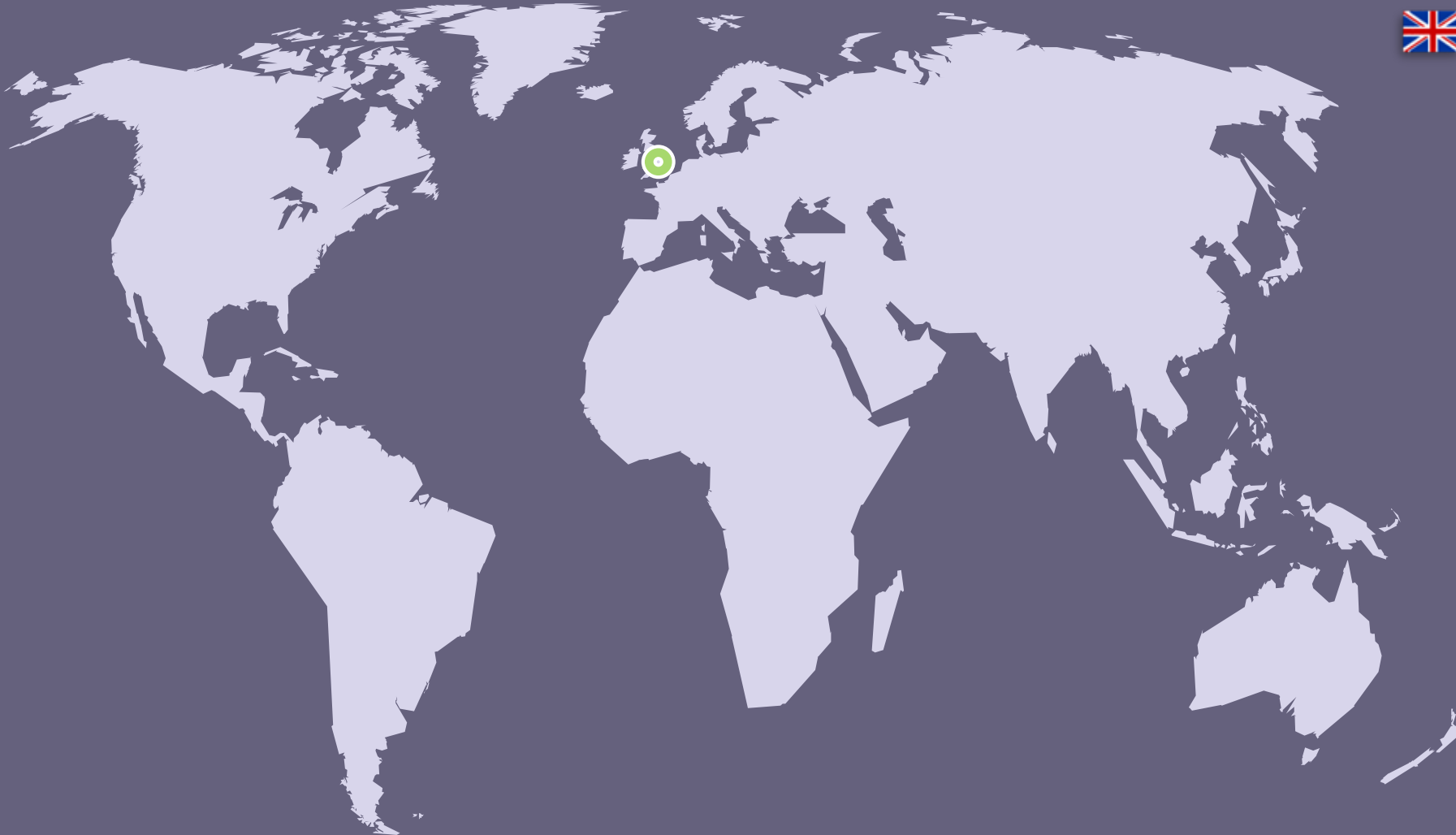
Today, besides our traditional OSS/BSS products, we offer to our customers new solutions in the field of cybersecurity, data science and blockchain technologies.

We are open for new business -ideas and partnerships. Welcome to Telesens!

Sincerely yours,
Eduard Rubin
CEO Telesens International Ltd.

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