



## **QWEST COMMUNICATIONS**

### **LEVERAGING LEGACY DATA FOR BETTER PERFORMANCE AND CONTROL**

#### **PROJECT DESCRIPTION**

As Qwest continues to deal with managing the success of its growth, it struggles with the need to integrate the diverse legacy systems of the several large Telecommunications Companies that have become part of Qwest in the past few years.

The challenges faced by Qwest involved questions asked by many large companies and government agencies about aging systems that needed to be consolidated. The solution needed to allow Qwest to continue to operate three large-scale legacy business systems, import data from those systems into a more accessible and user-friendly system to evaluate productivity, and automate much of the data collection, calculations and reporting performed monthly. The solution also needed to allow hundreds of team members around the world to access and manipulate data.

#### **MEETING THE CHALLENGE**

To extend the life of these legacy systems, realize a greater return on investment, and enhance the productivity of its staff, Qwest turned to InterImage to create a suite of applications to manage large-scale legacy data sources, import and convert data into state-of-the-art databases, and create applications to analyze, report and manipulate this data for multiple business purposes.

The product is making significant improvements over the original system in performance and reliability. More importantly, the new system reduced workload involved in creating routine performance reports, invoices and business letters, which allows Qwest management to focus valuable human resources on tasks that require the judgment and experience that only seasoned managers can provide.

#### **SOLUTION**

To make certain current Qwest employees could use the new system with as little training as possible, InterImage underwent an iterative development process, which demonstrated the required functionality and worked closely with Qwest representatives to validate the performance and layout for usability and comprehension. Database engineers then created an efficient data structure and identified opportunities to create modular code to ensure the application exceeded performance expectations and could be created within the accelerated timeline.

#### **SERVICES RENDERED**

- Requirements Definition
- Design
- Application Development
- Testing
- Deployment

The systems created by InterImage are helping Qwest by:

- 1) Providing company-wide employee and productivity data for consumer and small business credit management staff to increase management's visibility on key performance indicators,
- 2) Automating the creation of thousands of collection letters and service orders for consumer and small business divisions to eliminate errors and provide more accessible and reliable data access,
- 3) Creating a wholesale invoicing system to handle legacy billing data, provide analytic reporting and automate the generation of invoices, and
- 4) Establishing a system to import legacy consumer and global business account data, and providing a means to analyze, manipulate and report on call data for consumer and global business divisions.