



Mindtree

A Larsen & Toubro Group Company



Mindtree helps **European telecom OEM deliver IoT and customer care transformation** to supercharge smart city rollouts for Singapore

Client overview

The client is a **leading communications solution provider of mobile and fixed network infrastructure**. The client provides software services and solutions to telecom operators, governments, and large enterprises.

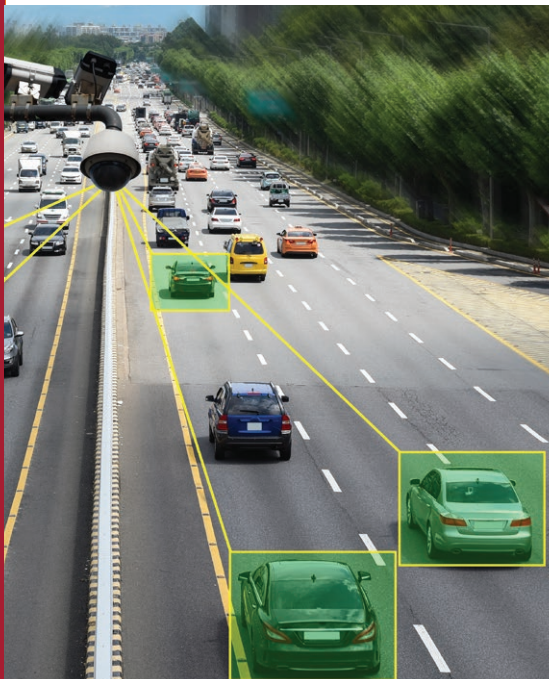
The client offers a range of IoT products, including management platforms, edge computing components, and other professional services. This IoT platform supports various connectivity infrastructures, including **NB-IoT, LTE-M, and LoRa**, and allows **communication services providers (CSPs) and enterprises** to monitor, configure, provision, and diagnose different connected devices in their networks, including gateways, remotely.



Business context

Millions of smart sensors and connected devices will become online in the years ahead as IoT becomes a must-have in today's connected world.

Singapore's Smart Nation program includes a wide range of IoT initiatives to improve the country's security and transport planning through real-time tracking of traffic congestion and pedestrian footfall. In line with the nation's vision, one of Singapore's top three CSPs is building IoT solutions to leverage the availability of machine intelligence and data analytics to bring in new smart solutions in **parking, lighting, waste management, environmental monitoring, metering, traffic monitoring and analytics, locking, robotics, public safety, connected buildings, etc.**



In this program, our client, the **European telecom OEM**, collaborated with a Singapore-based CSP to deliver an **IoT-based smart city solution to the Singapore government**.

Business imperatives



1. Rollout of IoT services
2. Manage millions of connected devices
3. Integration of IoT and customer care transformation products
4. Lack of an integrated platform that connects associated devices and services
5. Upgrade from M2M and introduce IoT use cases and applications towards connected living, vehicles, and buildings.



Solution highlights



Mindtree has been engaged with the European telecom OEM since **2018**. As a key partner, Mindtree has been helping it **upgrade and manage the IoT infrastructures for 30 of the world's top CSPs**. It helped develop, integrate, test, migrate, and deploy IoT, Customer care, device management, and care analytics platforms across regions and continents - **India, APAC, MEA, Europe, North America, and Latin American**. So, when the Singapore government Smart Nation program came by, Mindtree was a natural partner of choice for the European telecom OEM client. **We were selected due to our technical capabilities, prior knowledge of the client's IoT and service management products, and our experience in developing and deploying IoT for the world's top 30 CSPs.**



The key highlights of Mindtree's solution were as follows:

1. Mindtree had the required expertise and understanding of the telecom domain to **customize and integrate the IoT platform and customer care transformation products and provide a unified IoT portal.**
2. **End-to-end ownership** from solution design and development to testing and deployment.
3. The program was executed in a unique work package model, with **Mindtree taking full ownership of delivery.**

Client benefits



1. **30K+ IoT devices managed** with the provision to scale it up to millions of devices over the next few years
2. **Enabled 10-20% faster IoT plan rollouts** and services
3. Provided a **single dashboard** to manage devices
4. Enabled the **client to introduce new IoT use cases in Smart Home, Smart Asset Tracker, and Smart Utilities.**

Technologies used: ReactJS, Java, Spring Boot, Java Persistence API (JPA), and HTML 5.



Customer accolades

“Congratulations, team, for achieving the go-live on time. It has been challenging, and I know how much hard work every team member has gone through in the last few months to reach here. Well done, everyone. Please pass on the compliments to everyone on the team, as it has been a true team effort. Looking forward to many such achievements”.

- Director of Customer Experience, European telecom OEM

“As the project comes very near to a conclusion, let me personally thank all of you for the effort, long hours, weekend overtime that you have put in order to deliver this project. I had the pleasure to meet some of you personally, some I only hear the voice through online meetings, and some I have not met at all, but nevertheless, all efforts are appreciated”. :)

-Systems Planner at Singapore-based telecom carrier



About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. “Born digital,” in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 270 enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 24 countries across the world, we are consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 23,800 entrepreneurial, collaborative and dedicated “Mindtree Minds.”