ARTIN

HCLTech

HCL TECH

CASE STUDY

20 YEARS OF PARTNERSHIP: A MISSION-CRITICAL TELECOM SYSTEM FOR 10M USERS

A global IT consulting and development company delivering complex enterprise solutions for telecoms. We developed a sophisticated online charging system processing 30,000 transactions per second for 10 million telecom subscribers – and over 20 years of partnership, we delivered 9 releases, all on time, on budget and without a single critical bug.

CHALLENGE

HCL Technologies needed a reliable partner to develop and maintain a high-performance online charging system for its telco client. The system had to handle extreme load (up to 30,000 requests per second) with zero tolerance for errors – any outage would affect services for millions of users. It was also essential to stick to a fixed-price, fixed-deadline model and meet strict telecom standards, including ISO 27001 certification.

SOLUTION

What we delivered:

- Complete development of the Data Rating Engine (DARE) – from architecture design through implementation to testing
- System upgrade to support 5G networks and migration to Kubernetes cloud infrastructure
- Equipment Identity Register (EIR) for fraud prevention and device registration management
- Device Entitlement Gateway (DEG), including an extension for Multi-SIM Apple Watch
- Detailed technical documentation (600+ pages) and training for the project handover
- Ongoing support with minimal need for interventions (4–5 per year)

TEAM SIZE

6–10 senior developers, analysts and project managers

TECHNOLOGIES

Kotlin, Spring MVC, React Native, REST API, SOAP API, Kubernetes, AWS

PROJECT DURATION

2004 – present (20+ years)

WHAT THE CLIENT VALUED

The combination of senior developers' deep technical expertise with strong project management, the ability to consistently deliver on time and on budget, and a focus on solving problems instead of looking for someone to blame.

> "You can always rely on them. They deliver quality thanks to a combination of senior developers and a strong project management team."
>
> — Pavel Stibořík, Project Manager, HCL Technologies

Proof of quality: The client keeps putting the work out to tender, and ARTIN wins every time – not because of vendor lock-in, but thanks to proven quality and reliability. 9 DARE releases delivered, all without critical bugs.

NEED A PARTNER FOR MISSION-CRITICAL SYSTEMS?

Let's talk about your project.