



SUCCESS STORY

Saudi Telecom Company

A Comprehensive Review and Validation of
Transition from Siebel CRM to Microservices
Architecture

Company Name:

Saudi Telecom Company

Industry:

Telecom

Location:

Saudi Arabia

Impact

Comprehensive and Transformative

Application

Saudi Telecom Company Portal

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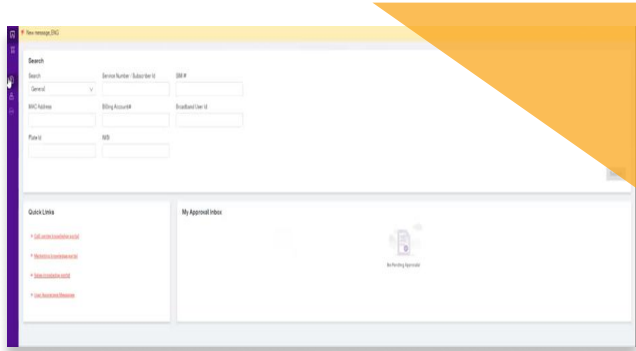
Saudi Telecom Company

A CASE STUDY

A Comprehensive Review and Validation of Transition from Siebel CRM to Microservices Architecture

Background

Saudi Telecom Company (STC), the largest telecommunications provider in Saudi Arabia, embarked on a digital transformation to modernize its monolithic Siebel CRM system. Its legacy Siebel CRM system managed various functionalities such as service requests, order management, account management, and product management and in their digital transformation, STC adopted several new systems to handle these functionalities.



Our Approach

Our evaluation was divided into two phases to thoroughly assess the application's functionality, design, code quality, and standards compliance.

➤ **Phase 1 :** We explored and tested the application to understand its functionality. We reviewed the Functional Requirements Specification (FRS) documents, identifying gaps and ensuring the proposed solutions met these requirements. We examined both architecture-level and individual-level solutions for comprehensive coverage.

➤ **Phase 2 :** We conducted a detailed code review and analyzed test cases, focusing on resolving identified issues. We assessed the CI/CD processes for compliance with practices and international standards, ensuring the application met functional requirements and maintained high standards of quality, performance, and reliability.

Strategy

➤ **Comprehensive Documentation Review:** Validated that all functional requirements were accurately represented in the new system's design documents. Identified and addressed any gaps or discrepancies. Reviewed Solution Design Documents (SDD), High-Level Design (HLD), and Low-Level Design (LLD) to ensure alignment with functional requirements and industry best practices. Compared functionalities of the existing Siebel CRM

with those proposed in the new system to ensure comprehensive replication.

➤ **Code Review & Optimization:** Conducted a detailed code review to improve performance, security, and adaptability of the solution. Recommended improvements for efficiency and security and ensured that code was dynamic and adaptable to future changes, avoiding hardcoding and optimizing for flexibility.

Challenges Faced

• Functional Requirements Coverage

For its digital transformation STC needed to ensure that all functionalities of the legacy system were thoroughly captured and replicated in the new system.

• Data Accuracy and Migration

Managing the transition from a monolithic architecture to a microservices-based architecture there was a need to ensure that data migration from the old system to the new system was complete and accurate, avoiding any data discrepancies or loss.

• Integration Consistency

Whilst this transition there was need to verify that integrations between new systems (PEGA, Kloudville, AEM, EP) and existing infrastructure were seamless and accurate.

- **Testing and Test Cases Review:** Reviewed and developed new test cases to cover all functionalities, ensuring thorough and accurate testing. Identified gaps in regression testing and addressed them to ensure comprehensive validation of the new system.
- **Accurate API Integration:** Assessed integration flows and data accuracy, particularly in critical integrations like ESP to VMS, to ensure correct data retrieval and display. Addressed discrepancies in data retrieval and integration, proposing design changes to correct identified issues.

Business Outcomes

Risk Mitigation

Ensured all critical functionalities of the legacy system were retained in the new system, minimizing disruption with early identification of potential issues and discrepancies, reducing the risk of post-implementation problems.

Technical Assurance

Confidence that the new system is technically sound and capable of meeting all business requirements. Also, addressed potential performance bottlenecks, ensuring the system operates efficiently under load.

Smooth Migration

Implemented comprehensive data migration strategies and support to ensure accurate data transfer and minimal downtime.

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 17 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

Key Areas of Expertise Demonstrated

● Detail-Oriented Analysis and Documentation

Expertise in reviewing and validating extensive technical and functional documentation. Identifying discrepancies and gaps in requirements, design, and implementation, ensuring comprehensive coverage.

● Technical Proficiency

Deep understanding of both monolithic and microservices architectures, facilitating effective evaluations and recommendations with ability to assess and ensure seamless integration between new systems (PEGA, Kloudville, AEM, EP) and existing infrastructure.

● Workflow Enhancements & Process Optimization

Identified and recommended optimizations for inefficient processes, reducing operational overhead and developed strategies for accurate data migration. Ensuring robust rollback plans to mitigate migration risks.

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