



TWIST

TWIST – Teleca Workflow and Integration Solution for Telecom

The leading edge IT organisations of the coming years will have developed an enterprise application integration (EAI) infrastructure that enables new business processes/partners to be rapidly added (or removed) as required. The successful organisations will be those that recognise the need for a **Process-centric approach**.

With proper IT support for the process view, a number of benefits become available:

- Access to accurate information on process performance, based on quality, efficiency and time-to-market
- Fast and cost effective business processes
- Loose couplings between the different business systems
- Concentration of human resources on complex tasks
- No time required to transport information

TWIST – in short

Teleca Workflow and Integration Solution for Telecom — TWIST — is a framework for fast, cost effective and high quality implementation of an infrastructure for process handling and system integration.

TWIST expands on Tibco's TIBCO/Active-Enterprise. The expansion includes a pre-developed system, based on experiences from a multitude of system implementations and offers a lasting infrastructure for a process-driven Total Business Integration (TBI), which satisfies all requirements of a good process and integration platform.

The foremost benefit of TWIST is that it offers very fast development up through first live usage. At the same time it has been designed using a well thought out architecture that offers scalability and flexibility for future adaptations.

The philosophy behind TWIST

The TWIST framework is based on three guiding principles:

Use best-of-breed COTS components and add customer specific adaptations

Extensive use of standards and external influences
Allow the solution to grow as processes evolve

An IT system built on TWIST use products of proven quality as a foundation. To satisfy the customer's need for a competitive solution case-specific adaptations are made. Since no single organization can define the best possible solution to every problem, TWIST is based on Teleca's long experience as a solution provider, publicly available

Teleca is an international consulting company building and applying advanced technology. The company's business concept is to strengthen the customers' market position and time to market. Teleca builds and integrates solutions for technology and software intensive customers worldwide. Core values are honesty, reliability and hard work. The company has 2,700 employees with operations in 15 countries in Asia, Europe and USA.

experience from the industry and the leading standards (i.e. OSS/J and TeleManagement Forum). TWIST also allows a stepwise approach to IT system implementation, concurrently with process re-design and implementation. TWIST is flexible enough to allow a trial implementation to be modified and scaled while in operation.

TWIST - from a user perspective

TWIST allows the user to focus on the correct task at the correct time. The TWIST user receives new tasks in a similar way to how email arrives through an email client (the picture above). There is however one important difference; the tasks arrive according to the process the user is assigned to.

TWIST manages pools, roles and users as defined by the processes. After the user finishes the task, TWIST ensures that the next step in the process is automatically activated. The TWIST user can thereby only focus on solving the task itself; while TWIST ensures that the right user gets the task at the right time.

Our Service Offer

Teleca helps clients to identify, evaluate, implement and deploy EAI and process automation solutions.

Teleca takes the overall view on provisioning including aspects as organisational changes, process automation, workflow streamlining and system support. Our solutions are based on a combination of process engines, integration platforms and customer specific adaptations integrated into a flexible and efficient solution

We assume full responsibility of the implementation and guarantee a shorter time to operation with minimum pain. Our unique characteristics are that we know both the process aspects (i.e. organisational efficiency) and the complexities hidden within the network technologies. Please also refer to the leaflet on Service Provisioning.

A recent engagement covers a major provisioning project for a Nordic operator based on Tibco/ActiveEnterprise.

