

<b>Scenario</b>	Unison Systems led the migration from CSG System's ASCR billing platform to its enhanced ACP platform for a fortune 100 telecommunications client.
<b>Triggering event</b>	CSG Systems, the billing vendor for Unison's telecommunications client had significantly enhanced and upgraded their legacy ASCR billing platform and was moving all their clients to a new Advanced Convergent Platform (ACP).
<b>Actors</b>	As the System Integrator, Unison Systems project staff included 40 team members consisting of Data Architects, Data Modelers, Business Analysts, ETL Engineers, SQL Developers, Software Developers, Serviceability Analysts, Program Managers, Project Managers, etc.
<b>Stakeholders</b>	The stakeholders within the telecommunications client were numerous and included every cross functional group within the organization: Customer Care, Technical Operations, Marketing, Finance, Billing, IS, Reporting, Web Development, Serviceability, Commercial Services and etc. All order entry and truck roll functions in the ACP system would be dramatically different from the ASCR platform as would all back office billing and accounts payable functions. These significant changes to the billing front end, resulted in entire new tables in the billing database which drove corresponding changes in all ETL, warehousing, reporting etc.
<b>Summary</b>	<ul style="list-style-type: none"> <li>• Unison Systems procured the business and system requirements and developed the appropriate documentation for the technical teams to begin their design work.</li> <li>• The technical teams designed new data warehouses while maintaining the existing data warehouses for archival and research purposes.</li> <li>• All ETL scripts, queries and stored procedures were recreated to conform to the new ACP version of the Vantage database.</li> <li>• Hundreds of reports were re-written and validated to not only conform to the new ACP Vantage tables but also to comply with national reporting and audit standards.</li> <li>• The serviceability teams updated all visual basic scripts to correspond to the new ACP billing and households past entry screens.</li> <li>• The web development team re-configured all their stored procedures and application screens to comply with the ACP platform.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Seamless transition for the telecommunications client between billing platforms for all reports, data warehouses, database maintenance processes and web applications.</li> <li>• Optimization of existing processes during rewrite of all data protocols.</li> </ul>