

An Introduction to Ring Datacom Project Partner



**Tempus project UM-JEP Nr. 41023-2006:
„Collaborative internationalisation of
software engineering in Croatia“**

Cavtat, September 3rd , 2007.

History:

Phase I - Manufacturing X.25 Equipment

- 1989** Company startup
- 1991** Pilot production of X.25 PADs and Nodal Processors
- 1992** Production of X.25 PC Card, Croatian Post Bank Network
- 1993** Ministry of Finance, Tax Authority Network
- 1993** EUROLAB Wiesbaden – NET2 Certificate of Conformance.
- 1994** Contract and Export to Radio Austria (Datacom Austria)
- 1995** Export to Hungary and Slovenia.
- Now** Euronet ATM network, Croatian Lottery, Lottery of Bosnia and Herzegovina Networks still in operation

History:

Phase II – Mission Critical Software Solutions for Telecom Operators

1998 Contract with Mobilkom AG Austria, fixed network planning part of the Bid Book for the second GSM network in Croatia

1999 Contract with VIPnet

Now Nine more Mobile and Fixed Line Telecom Operators
in Customer Portfolio

Product Portfolio

- **Fraud Management System and Revenue Assurance**
 - Fraud detection, analysis and decision support
 - Revenue Assurance Reconciliation Tests
- **Operational Customer Relationship Management**
 - Provisioning
 - Complaint / Trouble Ticket Management
 - Dunning management
 - Self care e-CRM
 - Basic Document Management
 - Contact centre interface (CTI)
 - ...

References

- **VIPNet, Croatia**
- **Si.Mobil, Slovenia**
- **Mobilkom, Austria**
- **MobilTel, Bulgaria**
- **Telekom XXI, Russia**
- **Metronet, Croatia**
- **H1 Portus, Croatia**
- **Optima Telekom, Croatia**
- **VIP Mobile, Serbia**
- **Nov operator, FYR Macedonia**

The Team

- Three managing partners
- Twelve Employees
- Two M.Sc. E.E.
- Eight B.Sc. E.E.
- No formal hierarchy yet
- Recruiting young engineers directly from the faculty

Characteristics

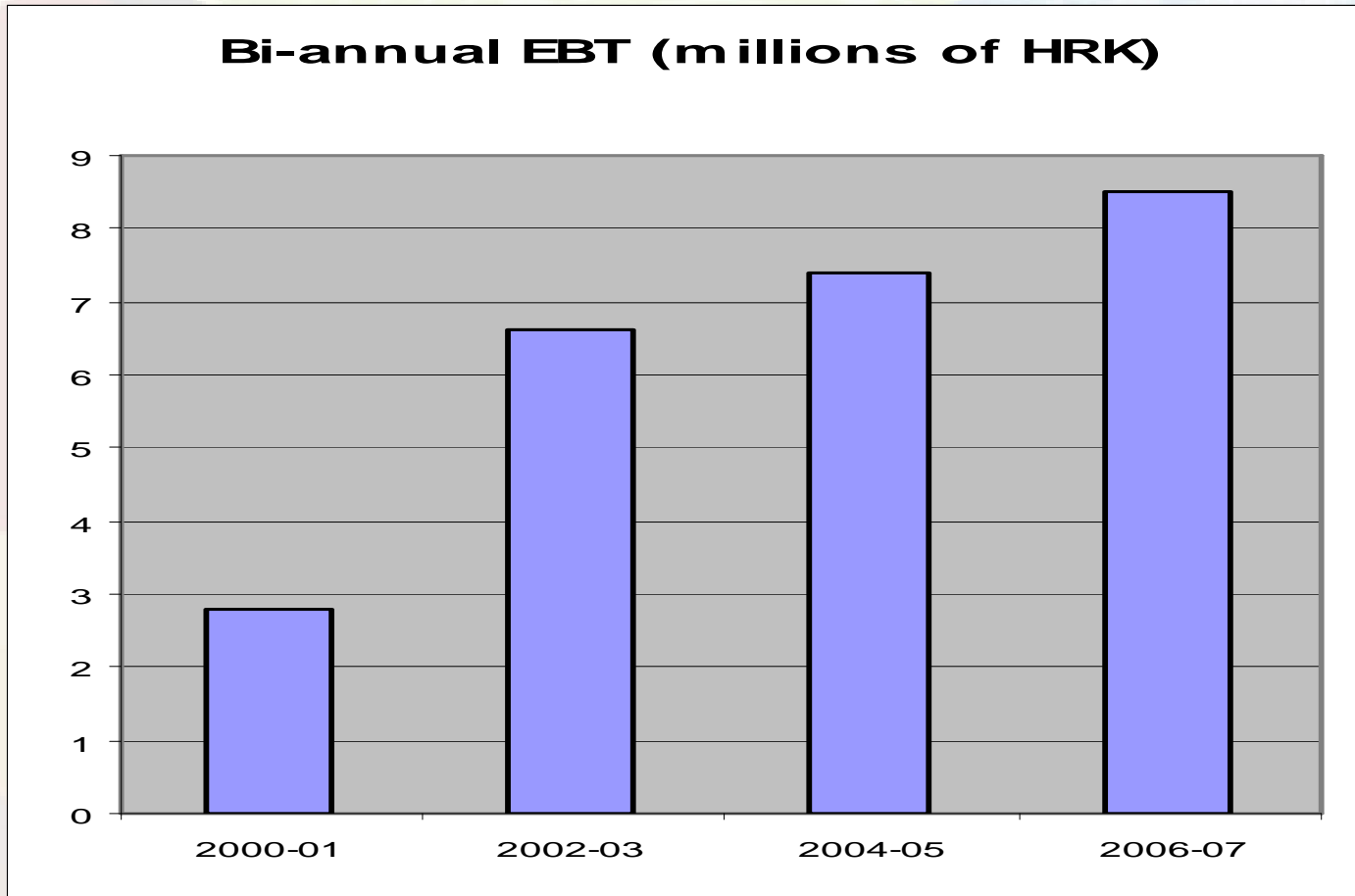
STABILITY – 3 partners / founders still on board

QUALITY – top students attracted to join / education level

LOYALTY – low attrition rate / strong team spirit

MOTIVATION – staff aspires to contribute / unique products

Financial Overview



Mission and Goal

- Ring's Mission: to be the best not only "at home" but on a wider market and to become a competence center for Fraud Management and Revenue Assurance Systems
- The Goal is to expand business outside Croatia, with special efforts to acquire customers in the Middle East and North African region
- Sectors outside the telecom industry will be targeted with same/similar products
- By 2010 both income and EBT should double

Methodology of SW Development

- Small teams
- XP principles implemented partially
 - Simplicity, Communication, Feedback, Courage
 - Every contributor is the integral part of the whole team
 - Test driven development
 - Pair programming
 - Continuous integration
 - Small releases
- No formal certification yet
- ISO9000 series certification planned for 2008