Satyam Computer Services

www.satyam.com
Year of Incorporation: 1987
Category of Innovation: Business Process & Business Model

Company overview: Experts in systems integration (SI) which includes Application Development and Maintenance Services (ADMS) and Enterprise Business Solutions (EBS); Infrastructure Management Services (IMS); Integrated Engineering Services (IES); Business Process Outsourcing (BPO) and consulting (industry-native solutions).

Innovation: The company's innovation is its Element Management System (EMS), an integrated framework for the telecom domain which was commercialised in May 2007.

Impact of Innovation

Internal: The innovation has helped Satyam enhance its competitive advantage. The EMS is built using 100 percent Open Source tools and Software thereby keeping the framework development cost to a bare minimum. Application and Element Management are integrated under the same framework as their premises are the same. Also, in most cases the customers who need EMS also invariably look for Application Management to handle the applications on the managed Network Elements. The EMS CoE has proved to be a successful platform to showcase Satyam's capabilities in element/network /application management to many of its internal collaborators, customers and external alliances. The EMS framework has also provided a platform for developing telecom infrastructure and application management competency within the organisation. More than 50 associates have been trained as part of the framework development and improvement teams, and have eventually moved on to different customer projects, allowing minimal ramp up time in picking up the domain skills required. The innovation has resulted in improved capabilities and consistent and continuous improvement in the application management system and other telecom infrastructure related areas.

External: The EMS Framework can apply element management functions in different management functional areas such as Fault, Configuration, Accounting, Performance, and Security Management (FCAPS). The Framework can significantly contribute to the operations of the Emergency Management Research Institute (EMRI) and Hospital Management Research Institute (HMRI). It can play a key role in managing the network elements and applications deployed for its 104/108 EHM services, implemented in 4 states across India.

Awards and Recognitions: The EMS framework is recognised and accredited by external industry forums like the Tele Management Forum. The EMS framework was also showcased at TM Forum's Tele Management World events in Dallas and Delhi.