

adesso

swisscom



**ADESSO DEVELOPS AND
MAINTAINS BILLING FOR
SWISSCOM**

EFFICIENT BILLING FOR SWISSCOM'S TELCO SECTOR

Swisscom relies on adesso's many years of expertise in the development and managed services for its telecommunications billing solution. What distinguishes the quality of the partnership and solution are the well-coordinated, stable teams with in-depth technical expertise and industry knowledge. Month after month, adesso supports Swisscom in the smooth processing of around 260,000 B2B telco invoices. Reliability is essential: tight deadlines must be met, urgent issues must be resolved swiftly and numerous peripheral systems must be supplied precisely.



CHALLENGE

At the heart of the system is a highly complex core system with approximately 2 million lines of code – a considerable volume that requires maximum performance.

At the same time, different user groups need to be served: while store and first-level agents expect fast and simple processes, specialists want to see complex company structures and individual product and discount models.



SOLUTION

A stable, experienced adesso team set up the billing system consisting of backend and frontend and has been continuously developing it for over 15 years. Integrated into Swisscom's agile organization, it works according to the SAFe framework and guarantees the customer high quality at all times.

To meet the various needs of the user groups, adesso has developed two frontends: a simplified version for store and first-level agents and a complex user interface for specialists.



BENEFIT

The new system network offers the customer a high degree of flexibility. Thanks to the generic component approach, it can be easily expanded and adapted. In addition, new products can be introduced without software adaptation simply by configuration.

Due to the technology, the applications are portable and developed so efficiently that the monthly invoice run is reliably completed within a few hours.

MORE ON THE SOLUTION

To ensure that the billing system works quickly and efficiently, a dedicated batch framework was developed in Java. The online systems offer Swisscom's account managers a 360° view of the customer. Many options are offered, such as retrieving customer and contract information, correcting invoices, and applying discounts.

Thanks to the continuous further development and modernization of the solution used, there are also no technical debts that are typically found with systems of this size and age.

METHODS AND APPLIED TECHNOLOGIES

The seamless integration of innovative methods and leading-edge technologies formed the backbone of the successful project. Thanks to the agile approach based on SAFe and the versatile technology stack, the team was able to develop a custom solution that enables Swisscom to carry out an important business process.

[Kubernetes](#) | [Springboot 3](#) | [Java 17](#) | [Microservices Architektur](#) | [Angular 14](#) | [Jenkins Pipelines](#) | [Docker](#)

Monitoring: [Prometheus](#) | [Grafana](#)

Logging: [Splunk](#)

Datenbank: [DB2](#), [PostgreSQL](#) | [Kafka](#) | [WebSphere](#)



“ We at Swisscom Billing greatly appreciate our long-standing collaboration with adesso. They impress with their expertise, reliability, fast response times, and the high quality of the professionals they place. Thanks to adesso's support, we can keep our core system stable and performant and deliver new projects efficiently and successfully.

Lucas Farnach, United Lead Billing, Swisscom AG



ABOUT THE CUSTOMER

Swisscom is the leading telecommunications company and one of the leading IT companies in Switzerland. Outside Switzerland, Swisscom is present in Italy through Fastweb. In 2024, over 19,000 employees generated revenue of CHF 11,036 million. Swisscom is one of the most sustainable and innovative companies in Switzerland.



www.adesso.ch

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