

R Systems Speaks Legacy

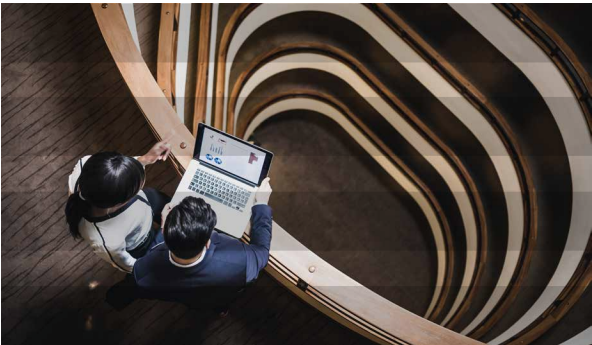
Our eGuide to Legacy Systems Management 2021





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R Systems is an approved vendor of many major telcos in the US and Europe

With 5G now here, massive transition efforts are already well underway. But that doesn't mean they should happen at the expense of providing optimal customer service levels.

R Systems is here to help maintain your legacy enterprise systems. We have been providing management services for the telecommunications industry for 28 years, starting with 2G.

The depth of experience and breadth of skills of our multidisciplinary teams enables us to work efficiently from the very outset of an engagement, leaving your internal teams to focus their efforts on the 5G transition. Our knowledge of and insights into telecommunications legacy systems give us the ability to lead and steward every aspect of an engagement.

At the same time, we provide a flexible engagement model, tailored to specific needs – one of the reasons we continue to be an approved vendor of most major telecommunications companies around the world.



WHY R SYSTEMS?

5 reasons to work with us

GLOBAL

R Systems has locations in every major telecommunications market in the world, with 26 offices, 16 global delivery centers, and 3,000 employees across North America, the UK, Europe, and Asia Pacific.

EXPERIENCE

R Systems has 28 years as a customized solution provider for the telco industry, giving us unique dual expertise in telecommunications and software development technologies.

Over the years, we have delivered more than 1,000 projects for telecom operators, software vendors, and OEMs. We have a solid knowledge of specific protocols, platforms, and process flows, including Diameter, SS7, SIP, HTTP/2, SMPP, and Radius.

FLEXIBILITY

R Systems is sized to be nimble while providing full enterprise-level engagements. We always adapt to our clients' needs, but never at the expense of timelines, scopes of work, or quality of service.

CONSULTATIVE

Taking a true consultative approach with our clients, we invest the time to understand core business problems, not just technical challenges. We are generous in sharing our knowledge of telco systems and architecture. And we are pragmatic, seeking way to blend our clients' revenue streams with specific processes and architectures by offering workable ways to implement and deploy our solutions.

PROACTIVE

We recognize that many of your customers will continue to rely on your legacy technologies – some for years to come. To help ensure longevity, we examine your requirements and devise improvement scenarios for realistic, workable end solutions. At the same time, we seek new ways to help monetize your existing services by advising on new routes to markets.



WHAT DO WE OFFER?

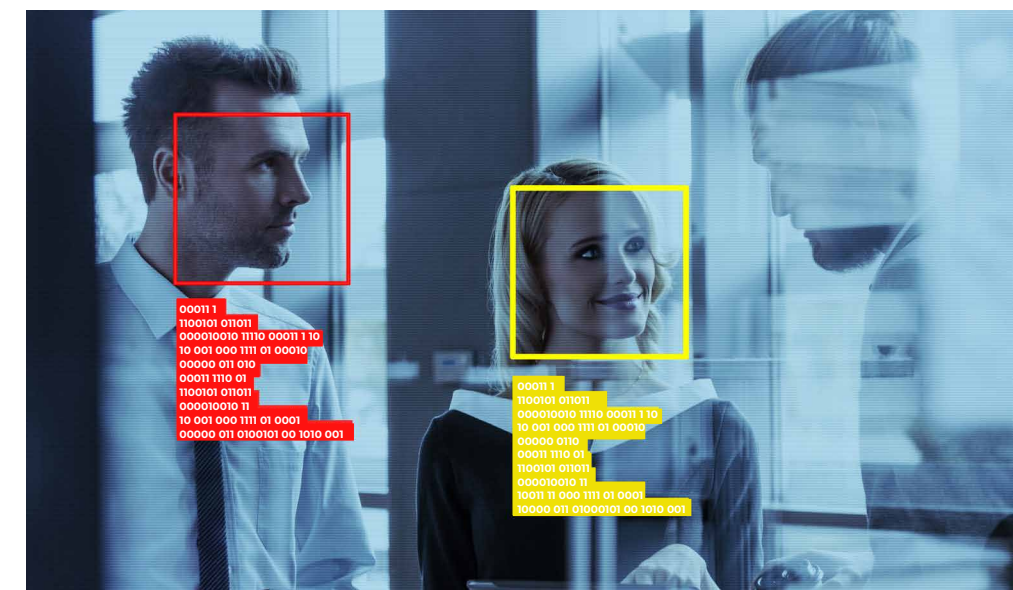
We deliver value across all legacy telco systems, end-to-end

The R Systems team are intimately familiar with telco technologies from 2G to 5G, with capabilities that include full engineering and design capabilities to maintain your legacy systems.

As a result, we are able to work efficiently to resolve, manage and maintain even the most complex and nuanced technical aspects of your systems with telco-grade service level agreements.

That means the fast and smooth transfer of in-house or third-party software solutions to fix bugs, the ability to quickly handle change requests for application improvements, and the ability to provide support for voice-over-LTE, installation and commissioning, mediation, and virtualization.

At the same time, we provide digital transformation services, including cloud enablement, RPA, AI/ML, and data management.



WHERE DO WE MAKE A DIFFERENCE?

Real-world experience. Far-reaching knowledge. In-depth insight.

At our core, **R Systems** is a software company with practical, hands-on knowledge of telecom protocols. When you engage our team of experts, you minimize risk. Your in-house teams can focus on critical R&D with confidence, while we take care of legacy systems. The result – you can increase your internal delivery capacity significantly.

A flexible, tailored engagement model

R Systems' pricing can follow either a fixed-cost model of maintenance and management (so there are no surprises) or a time and materials model. And because we have staff in geographies throughout the world, we can take a 'talent-to-task' approach, helping ensure we always provide the best-of-the-best people, onshore or offshore.

With experience comes efficiency

We know a lot about telcos. A lot. And because of our in-depth knowledge, we work smarter, faster, and more cost-effectively.

We assign senior engineering talent to every engagement we undertake. These are seasoned technology professionals who can get to the heart of a solution, right away. Our bench strength is deep – a large, all-star team who bring real insight, expertise, and agility to every aspect of every legacy management engagement.

At the same time, we believe in providing our talent pool with many ways to grow professionally. It's one of the reasons our retention rate remains among the highest in the industry... and why we have become a trusted partner for telecommunications providers of all sizes in all sectors worldwide.



HOW DO WE WORK?

Our methodology

We are thorough. While our team leaders, engineers and support staff follow a specific methodology, they also understand that every engagement is different, with its own unique challenges. Our approach: work together closely to examine, plan, execute and assess at every stage of an engagement.

1. **PRESENT** available documentation and processes
2. **STUDY** the available document
3. **TRANSFER** code and testing knowledge (including build and deploy scripts, automated lab)
4. **SETUP** dev and test environments in R Systems lab
5. **DOCUMENT** any discrepancies between code and documentation
Also, create or update documentation for the code being transferred
6. **"SHADOW"** the customer's existing team remotely as they do the last changes of the code
(R Systems team works in parallel with in-house team)
7. **FIX** a reported issue/implement a new feature
8. **REVIEW** the code of bug fixes/new features
9. **TRANSFER** the product completely
10. **UPDATE** the code if legacy libraries/compiler version are used

 Customer activity

 R Systems activity



OUR SUCCESSES

When **R Systems** takes on a project for a customer, we commit to it, fully – whatever the size, scope and nature of the job may be. It is this thorough, hands-on, all-in approach that gives us the privilege of serving many loyal customers around the world.

SECOND LIFE

Second life for a legacy system

A major telecommunications provider contracted **R Systems** to maintain and manage a product they were replacing, and that needed to be up and running for the next two years.

But the **R Systems** team was so successful in continuing the development of the product, the original intent of discontinuing it was abandoned.

In fact, the client was so happy with how well the product was performing, they decided to expand its life in production for another five years, enabling them to maintain its stream of revenue.

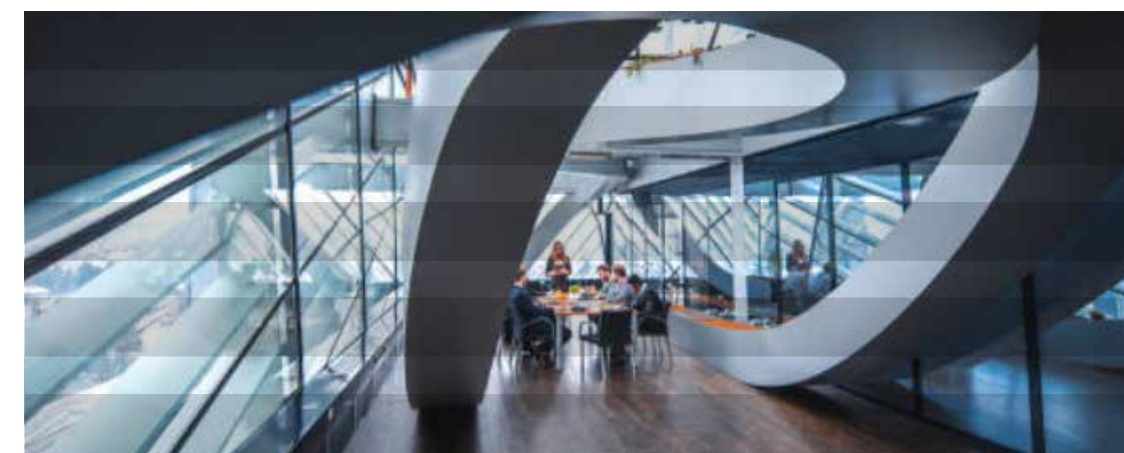
MULTI-YEAR

From a three-week to a multi-year engagement

A US client had a legacy product in production, but it was so old, no one who had worked on it originally was still with the company – and no one knew how to compile the code. They were concerned about touching it at all.

R Systems started with a three-week engagement. The **R Systems** engineer working on the project began by performing an investigation to see why the source code was not compiling. Within three days, he got it running, then created an architecture diagram with specific details on how it functioned.

Today, the **R Systems** team is working with the client to do further upgrades of the product. It's still very much alive!



MEET SOME OF OUR TEAM MEMBERS

**Tomasz
Lazarecki**



Systems Architect
Industry Experience: 10 years

Java and Oracle certified programmer with an interest in modern Java frameworks like Spring as well as nondeterministic approaches for problem-solving like membrane computing, fraglets and communication protocols. Currently implementing open-source LDAP software with telco grade availability level of 99,999% serving tens of millions of subscribers with high throughput, geo-redundancy support.

**Nicoleta
Ifrim**



Delivery Manager
Industry Experience: 10 years

Skilled in project management, service-level agreements, people management, KPI management, and ITIL processes, with a focus on customer experience and project quality. Nicoleta holds a Master's degree in Communication and Public Relations from National School of Political Science and Public Administration. She is a certified KPI Professional, has received certification from the ITIL Foundation certified, and is ITIL Service Operation certified.

**Alexandru
Cristu**



Solutions Architect
Industry Experience: 15 years

Responsible for the architecture of projects with various technology stacks and programming languages, including C/C++, Java, Ruby, and Node.js, covering Post-paid Billing, VoMS (Voucher management system), Point of Sales, eMoney/eWallet solutions, CRM/ERP, Provisioning Systems, Infrastructure/Systems Monitoring/Analysis/Configuration, and Inventory Management.

WHO ARE WE?

**Florin
Jugastreanu**



Business Unit Director
Industry Experience: 20 years

Leading the digital transformation of complex telecom projects for major operators worldwide. Known for his ability to drive high-stakes projects and build performance teams of engineering, operations, sales and account management people across the US, Europe and Asia. An excellent customer advisor for all things tech, particularly in the area of telecom, mobile, virtualization and cloud.

**Valeriu
Plamadeala**



Delivery Manager
Industry Experience: 20 years

Deep expertise in project delivery, process optimization, people management and business development, with a solid knowledge of ISO standards and auditing practices, certifications in ITSM processes, ITIL, Microsoft, LPI, Novell with skills in infrastructure administration, IT consultancy and implementation of managed services in various companies for global clients.

**Cristina
Niculescu**



BU Director
Industry Experience: 20 years

Specializes in implementing and delivering software solutions including ERP, telecom, and data warehouse for the Romanian and international markets. Experienced in creating and improving Software Development Life Cycle and PM processes (both Agile and Waterfall), PMO creation, and Change Management. Manages major accounts for the US and UK markets, co-ordinating complex projects and international teams comprising more than 60 engineers.

WHAT WE BELIEVE

Technology is not just hardware and software. It's a language. It enables companies to reinvent themselves in original, meaningful, and valuable ways.

R Systems speaks Technology. We understand it, deeply. We are fluent. But we also speak today's language of Business, with equal fluency.

We translate business goals into coherent technology solutions that speak clearly to your customers, business partners and employees.

In other words, we speak the language of Technology and Business, combined.

We speak Digital.



Legacy Systems Management Consultation

Consider scheduling a complimentary, obligation-free consultation with **R Systems** today. To book your session, contact:

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