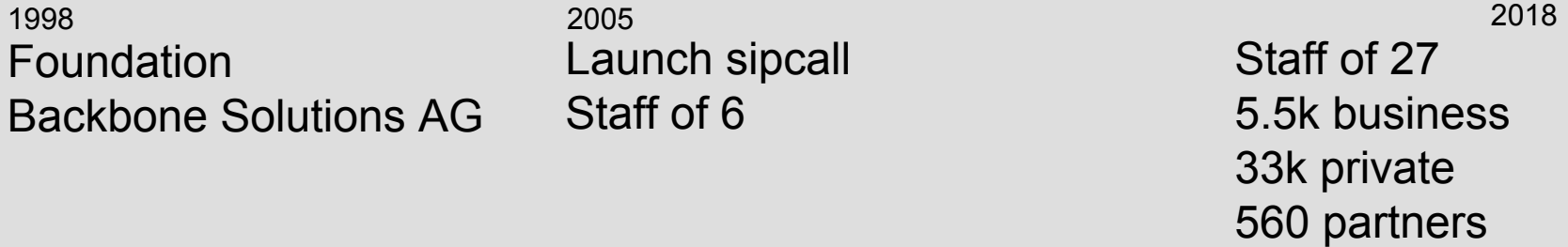


Our history and challenges with Porta-Billing

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Who we are



System Evolvement

- 2004, System setup with MR8
- **2005, going live with MR10**
- 2007, Staging system with MR15
- 2009, MR16 to MR18 because of PortaProxy
- **2010, Procintus Architecture with MR21**
- 2013, virtualization staging system with MR24
- 2013, upgrade MR24 to MR30 (**LTS**)
- **2017, upgrade MR40 to MR55 with site redundancy**
- 2018, upgrade MR60 (MR65 before 2019)

Upgrade, testings

- VoIP, Testprotocol with more than 100 scenarios to test
- Web, Test of API methods and changes
- Re-applying of own customizations
- Pre-upgrade time required, approx. 2 - 3 months
- Post-upgrade cleanups, approx. 1 month

Customizations / Plugins

- Own Payment processor
- API enhancements
- Own fraud Monitoring
- Customer usage monitoring
- Representative Provisioning

Challenges

- > 2900 closed tickets
- Issues during upgrades
- Policies and logic changes
 - IVR default action
 - SIP Protector blocking own keep-alive
 - Reseller-based stuff

Strengths

- Constant progress in reliability and high availability
- Open Source, we can read (and adjust) the code
- Very strong support team assigned
- Being a partner and not only a client

Thank you!

