



**Press Release**  
18 October 2010

**Vodafone Ireland awards Next Generation Service Assurance project to Systems Mechanics Ltd (SysMech)**

*Sysmech will deliver a strategic carrier class-leading service management solution, simplified operations and reduced cost of ownership*

London, UK - Systems Mechanics Ltd (SysMech), specialists in telecoms network and service management, has been chosen by Vodafone Ireland to supply and implement a Next Generation Service Assurance solution. The solution will deliver major new functionality, simplified operations and reduced cost of ownership. Through a combination of software and professional services, it will enable Vodafone Ireland to optimise services for customers over its telecoms network, while enabling proactive fault management and monitoring. SysMech will manage and coordinate all third party vendors and sub-contractors involved in the project, as the single point of contact for the service assurance solution, delivering the solution on a turnkey basis.

The contract was won by SysMech against major vendors and systems integrators. Rob Green, SysMech's Managing Director, said: "Winning the Vodafone Ireland contract is very significant. It strongly endorses SysMech's superiority and experience in delivering service assurance and major systems integration projects for the Telecom sector. Our innovative class-leading products mean that we are very well placed to deliver against Vodafone's requirements for a Next Generation Service Assurance system."

The solution will take advantage of Vodafone's existing Operational Support Systems (OSS), integrating and enhancing these systems to deliver transformed services for the operator and its end customers. Central to the solution is SysMech's platform-independent CrossTalk™ product suite, designed to seamlessly integrate and greatly reduce the timescales and costs of bringing new network and customer services under operational management. Built to address real-life customer requirements - and proven in many large-

scale operational environments - it is a carrier class enabler for real time Service Management and SLA monitoring.

Graham Kinch, Head of Service Management at Vodafone Ireland, said: "SysMech's track record and reputation for their quality and technical ability were key factors in choosing them for our critical service assurance project. So is SysMech's ability to deliver the project on a "one stop shop" basis - as the liaison point for all sub-contractors, as this greatly simplifies project management interfaces and makes it easier for Vodafone Ireland."

He continued: "Our task is to monitor and manage the entire Vodafone Ireland IT and Telecoms infrastructure for 2.3 million fixed and mobile customers in Ireland, in real time. Our strategic Next Generation Service Assurance project with SysMech will transform our operational support systems to allow us to focus on priority services and faults, while pro-actively monitoring quality of service for customers."

SysMech will be providing support for the solution from their UK offices, where the support team already provide a 24 x 7 solution support service for other Vodafone group members as well as product support to customers around the globe.

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### ***About Systems Mechanics***

Systems Mechanics are specialists and consultants in telecoms network and service management and systems integration. Through its technical excellence, skills and portfolio, the company's objective is to enable the telecoms industry to deliver consistency of service, high levels of system performance and reduced support costs, while minimising service disruption and maximising revenues.

The company provides a complete service to satisfy customer operational, business and technical needs—from initial concept through all stages of delivery to operational deployment. Its two lines of business offer professional services and development skills, as well as its own CrossTalk™ Product Suite, which is a set of network and service management software products. CrossTalk™ encompasses wide-ranging functionality, from mediation and liaisons, to dedicated off the shelf alarm processing and correlation applications. The product suite and skills is complemented by Zen™ the leading enterprise-wide event correlation product gained through the 2009 acquisition of Zenulta. As the company moves forward it will increase the focus on its product range working with other market leading complementary OSS product suppliers and Systems Integration organisations.

Privately owned and founded in 1995, Systems Mechanics has become a profitable and successful company with a consistent track record of large-scale solutions delivery to both service providers and equipment suppliers. Customers include BeST, C&W, Dobson Cellular, Ericsson, Lucent, Motorola, Nortel, Reach, Saudi Telco, Swisscom, Telstra, Turkcell and Vodafone (UK, Ireland, Netherlands & Greece).

It is a UK-based company, with its Sales and Systems Integration groups located in Mortimer (near Reading) along the M4 corridor, and its Development and Support groups located in Whitstable, Kent

and Brinkworth, Wiltshire. SysMech has agents and resellers in the Asia Pacific/ Japan region, Greece, the Balkans, Middle East, Eastern Europe and the CIS countries. For more information on Systems Mechanics visit: [www.sysmech.co.uk](http://www.sysmech.co.uk)

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