

About Universal

Universal Software is a leading provider of global software engineering, customization & integration services. We are focused on enabling our clients with the best IT infrastructure to suit their needs, in a timely fashion and at the best value. With its presence in the United States and India, Universal can provide you with quality service to suit your needs, from consulting to outsourcing.

Universal in the Telecom Industry

Helping organizations maximize productivity, control costs

The last decade has seen the rapid changes in the technology domain with sweeping changes in human connectivity. SIP standards emerged as a powerful solution for maximizing the potential of channeling data over the internet. With SIP, came the endless list of possibilities of simultaneous data transfer mechanism. Organizations saw the potential in the era of communication and jumped on the bandwagon. Universal is doing its share helping them realize their vision.

In-depth vertical expertise acquired in the telecom domain

Universal Software has a successful track record at proposing, designing, implementing and maintaining IP based telephony systems. Our "IT Gurus" have both the IT expertise and functional business knowledge to turn your most ambitious projects into reality.

With software wizards in the field of SIP, VOIP, SS7 armed with standards such as JSR116 Universal has provided the industry with a variety of voice enabling applications. Its suite of software is catered for a small career grade provider and scales up to a large BEA/IBM based Enterprise Application which can be voice enabled. Added to this our engineers have incorporated SOA solutions into a voice enabled Enterprise solution to enable the customer's end client to consume services and build their own customized User Interface.

Enabling an efficient, but SOX-compliant, flow of information

While improving service delivery and cutting administrative costs is crucial, now more than ever, organizations must also provide sufficient guarantees to Enterprises such as Banks and financial institutions to preserve the flow of information. Universal has created webservices for report generation that would save all the voice based transaction on physical media and deliver it at will as proof of transaction. Thanks to the important functional expertise of our Consultants, Universal Software can help you improving your efficiency while ensuring that all relevant SOX requirements are respected.

Universal's portfolio in Telecom includes:

- Enterprise Enabling Voice systems
- Service Oriented Architecture
- Provision systems over the Internet
- SIP based communication protocols
- Activity reporting system
- PDA and wireless applications
- Database management, migration and reengineering
- **And much more...**

Universal at a glance:

- ✓ **Business-oriented**
- ✓ **Customer-centric**
- ✓ **On-going quality controls**

Highlights:

- Founded 1992
- Consistently profitable
- One of the fastest growing company by Inc. magazine (2000 & 2001)

Technologies include:

- J2EE solutions
- SIP/VOIP
- SOA
- BEA/IBM solutions
- .Net framework
- Open Source tools

Out-of-the-box applications:

- Telecom systems
- Healthcare solutions
- Customer Self-Service
- Financial systems
- Data warehousing
- ETL & EDI

Industry experience:

- Healthcare
- Telecom
- Finance/Banking/Insurance Management
- On-line retailing
- Large scale deployment of third-party solutions

Case Studies & Success Stories:

- Software Architects for one of the foremost telecom based companies in the east coast, helping them re-architect their antiquated solutions to streamline Business requirement
- Unified messaging for career grade systems for one of our smaller clients.
- Reengineering of an award-winning telecom solution using cutting edge standards and software