

Whitestein Technologies and Swisscom Mobile:

A Winning Partnership – From Product Vision to GSMA Award



swisscom

Customer

Swisscom Mobile AG
(Berne, Switzerland)

Summary

In the fall of 2003, *Swisscom Mobile AG*, Switzerland's premier mobile network operator, approached *Whitestein Technologies* with an intriguing proposition: to jointly realize the ambitious vision of 'seamless handover' and bring it to market – in just under six months.

This story is a prime example of how *Whitestein Technologies* adds value to a customer's vision as a technology provider with leading-edge technical expertise, forward-looking approaches and highly flexible methodologies.

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About *Whitestein Technologies*

Whitestein Technologies is a leading innovator in the area of software agent technologies and autonomic computing & communications. *Whitestein Technologies'* product offering includes advanced solutions for the telecom, logistics, financial services, and business process management domains, as well as a comprehensive middleware for the development and operation of autonomous systems. *Whitestein Technologies'* customers and partners include leading global enterprises in the above markets, as well as technology companies, system integrators, universities, and other research institutions.

Whitestein Technologies was founded in 1999 and is privately held. The firm is headquartered in Zug (Switzerland) with offices in Zürich (Switzerland), Donaueschingen (Germany), and Bratislava (Slovakia).

July 2003 – Concrete Vision

In July 2003, CTO Wolfgang Weber publicly shared *Swisscom Mobile's* concrete vision for enabling seamless handover between heterogeneous wireless network technologies and services. *Whitestein Technologies* and *Swisscom Innovations* had been partners in related concept work and early prototyping activities since early 2000. The vision was to offer one seamless network that would be easily available whenever and wherever private networks were not: connect once and remain best connected, anytime and anywhere.

October 2003 – Prototype

As a trusted partner of *Swisscom Innovations*, *Whitestein Technologies* was chosen to create a prototype of such an application, which was successfully demonstrated at the *ITU Telecom World* conference. This proved that it was technically feasible to offer a world-premiere seamless mobility solution for the launch of the first Swiss national UMTS service in July 2004. Thus, only six months were left to develop such a product and bring it to the shelves.

“With seamless handover between PWLAN, UMTS and GPRS, we are very close to realizing our vision of providing broadband mobile access with optimum coverage, speed and security [...].”

Wolfgang Weber, CTO, Swisscom Mobile, July 2003

November 2003 – Development

Whitestein Technologies had to create a solution that enabled end devices to make automatic, seamless and uninterrupted transfers between different networks – without the user or applications being affected.

After finalizing development of a standards-based development kit, which was a necessary precondition, *Whitestein Technologies* jointly defined an approach with *Swisscom Mobile* to be successful given the time conditions. The main elements were a new, next-generation software called *Unlimited Data Manager (UDM)* and a close cooperation with a PC card manufacturer to ensure tight integration.

UDM 1.0 was specified by *Whitestein Technologies* and developed in its near-shore development center in Slovakia in record-time. A single click of a 'Connect' button took care of detecting networks, prioritizing them according to customizable rules, connecting, and managing seamless handover to the next when necessary – with VPN and application sessions being untouched and users undisturbed.

June 2004 – Launch

On June 3rd, 2004, *UDM* was demonstrated to the public as a world premiere. *Swisscom Mobile* was confident to acquire more than 10,000 customers for the service by early 2005 – and was not disappointed.

February 2005 – GSMA Award

In February 2005, this powerful vision, strong partnership and commercial success was recognized with the *GSMA Award for Best Mobile Enterprise Application*, presented by the world's most important organization of GSM operators.

*“Swisscom Mobile's success as a global innovation leader also relies on outstanding partners like *Whitestein Technologies*. They provide us with superior technology and implementation skills and show an exceptional degree of industry knowledge and proactive thinking.”*

Erich Jungo, Senior Project Manager & Member of the Management, *Swisscom Mobile*