

Telecom and Delivery Services

SHL's TeleCom and Delivery Services (TDS) Unit's delivery processes have been awarded ISO 9001:1994 registration. This award affirms our standing as a quality supplier of complete systems integration solutions to clients around the world.

Located in Ottawa, TDS provides complete systems solutions and is the flagship of SHL's software factory movement, through which the company's core competencies are applied to clients' complex system requirements, in any industry or location.

The factory model flows projects through a series of functional teams, following a proven, repeatable process. This model has much greater benefits for clients over the more traditional approach of building large project teams at client sites. Projects can be designed and delivered in less time and with fewer resources, and quality is more closely controlled, since processes and teams have been thoroughly proven in advance.

TDS has an excellent record of successfully delivering high-quality systems on budget and within time-compressed schedules. This is particularly important to clients looking to increase their competitive advantage by rapidly deploying high-quality information systems. These systems are often mission critical, embrace complex technologies and solutions, and require a wide range of third-party services.

Our clients come from many industries, including telecommunications, international banking and government agencies.

Representative projects include network applications for telecommunications providers, intelligent payphone management systems, financial debt management systems, and other business support systems.

For additional information, telephone Susan Ernst, Vice-President and Managing Director or David Blackburn, Director of Business Development, at (613) 236-9734.



ISO 9001: 1994
Certificate #003336

VISION*

Geographic Information Systems

Major telecommunications, utilities and municipalities have partnered with SHL VISION* Solutions to implement some of the world's most ambitious business re-engineering projects. These organizations use VISION*™ to manage infrastructure, improve service and increase productivity.

VISION* goes well beyond traditional geographic information systems (GIS). Gaining strategic advantage over competitors demands more than generating maps with digital technology - we add location and relationship data to the information that organizations use every day.

The unique VISION* architecture abandons the outdated concept of proprietary databases used by traditional GIS and uses an open commercial database (Oracle). This allows our clients to maximize their return from existing data with fully integrated spatial extensions. The result is a database foundation supporting multiple departments in even the most complex enterprise.

Deploying spatial data technology on an enterprise scale is an ambitious undertaking, often requiring an expanded team of specialists. VISION* has forged strategic partnerships to ensure successful project implementation. Our partners include Unisys, IBM, Bull Information Systems and M3i Systems.

If your organization is facing these challenges, contact us to find out more. We understand what it takes to deliver a total business solution.

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