



# my API story

tmforum  
code +  
frameworks

DIGITAL INFRASTRUCTURE  
TRANSFORMATION WITH  
OPEN APIS

“ TM Forum’s Open APIs are at the heart of zero-touch interoperability, enabling “extraordinary connections” with customers, suppliers, and partners in a global ecosystem.”

Ashish Surti  
Chief Digital & Information Officer  
Colt Technologies

## Tell us about yourself and your job

I am passionate about driving digital transformation and business innovation through technology, focusing on data to enable AI and maintain high cyber resilience. With 25+ years of experience in insurance, investments, retail banking and digital infrastructure, I now focus on transitioning from legacy to modern open architecture platforms to scale and adapt our business.

## Why do you believe in TM Forum’s Open API program?

We support TM Forum’s Open API program for its role in enabling rapid innovation, deep business and technology integrations, and advancing Colt’s vision of becoming the digital infrastructure company of choice for leading businesses.

Previously, we adopted various industry standards for customer APIs. However, none achieved the widespread industry adoption of TM Forum’s Open APIs, which are not only embraced by leading CSPs, but by ISVs and SIs as well. TM Forum’s Open APIs are at the heart of zero-touch interoperability, enabling “extraordinary connections” with customers, suppliers, and partners in a global ecosystem.

## What TM Forum Open APIs are most valuable to your company?

TM Forum’s Open APIs are integral to Colt’s strategic API journey. We have integrated several into our technology ecosystem and plan to adopt more, also exposing them to third parties, via the Colt API platform. The most valuable APIs for us are:

TMF639 – Resource Inventory Management  
TMF621 – Trouble Ticket Management  
TMF655 – Change Management  
TMF685 – Resource Pool Management

## Why did you choose to highlight these APIs?

At Colt, we’re undergoing a major digital transformation and are modernizing our digital channels, to enhance experiences for customers and internal users. The APIs mentioned above are crucial for these initiatives. Successfully implementing these APIs will facilitate adopting more Open APIs and sharing them via the Colt API platform.

## How do you use these APIs?

TMF639 (Resource Inventory Management) API empowers us to deliver enhanced customer experiences by providing automated number provisioning and management through APIs.

TMF621 (Trouble Ticket Management) allows customers and partners to report service issues, triggering Colt’s service assurance processes for faster resolution. It also automates ticket creation in our fault monitoring platform for proactive network monitoring.

TMF655 (Change Management) notifies customers of upcoming changes, such as scheduled maintenance, ensuring they are informed of any impacts.

Using TMF685 (Resource Pool Management) integrates our resource inventory system with product vendors for reservation of entities (e.g., VLAN, IPsec) from the resource pool.

## Have you used it/them in conjunction with any other APIs?

Open API-driven automation has accelerated service delivery and proactive monitoring for Colt customers, resulting in faster revenue realization and enhanced customer experience.

With TMF639, Colt handles customer requests for new numbers 24/7, increasing API traffic and revenue. Customers benefit from real-time order status and resource tracking.

TMF655 has automated change request notifications, improving efficiency by replacing manual email processes with a standardized template. This streamlines operations for Colt and its customers.

API-driven automation has freed resources from manual customer service tasks. We aim to shift more customers from portal-based to API-based ordering. Trouble Ticketing APIs have eliminated the need for manual ticket entry into Colt’s IT systems, allowing teams to focus on problem resolution.

## How have you benefited from using those APIs?

We have used TM Forum APIs in conjunction with other APIs to enrich data. For example, we enhance service inventory data with customer premise addresses and correlate customer-facing information in our CRM system with network-facing information in legacy provisioning systems.

To learn more about Colt Technologies visit:  
[www.colt.net](http://www.colt.net)

VIEW MORE STORIES