my API story

IMPROVING OPERATIONAL EFFICIENCY

tmforum

> "Using multiple TM Forum Open APIs has accelerated our integration process, reduced development effort, and enabled quicker time-to-market for new services."

Paul Gilchrist
Head Bill360
Invia Pty. Ltd.

Tell us about yourself and your job

I lead the Bill360 product vertical at Invia, overseeing the strategy, development, and growth of our innovative telecom billing solution. I am an expert in product lifecycle management, cross-functional leadership, and agile methodologies. My aim is to deliver scalable solutions that can solve the complex billing requirements of a telco and enhance the end user experience.

What TM Forum Open API is most valuable to your company?

The TM Forum Open APIs are highly valuable to us as they provide standardized methods for managing various aspects of our platform operations, including customer data, product management, and service provisioning. These APIs allow us to efficiently create, retrieve, update, and maintain records across different systems, ensuring consistency and streamlining integration efforts. By using these APIs, we reduce development time, enhance interoperability with external partners, and improve operational efficiency. Additionally, they support our goal of creating a unified view of critical data, enabling teams to access accurate, real-time information across the platform.

Why did you choose to highlight those Open APIs?

We chose to highlight the TM Forum Open APIs because they are essential in how we manage and interact with critical data across our platforms. These APIs support our goal of delivering a unified view of customer, product, and service information, enabling real-time integrations with external partners. By providing a reliable and standardized interface, these APIs reduce data duplication, simplify integration efforts, and ensure consistent experiences across systems. Additionally, they help us meet operational efficiency and compliance goals by centralizing data management in a structured and secure manner.

How do you use those APIs?

We use the TM Forum Open APIs to manage and synchronize customer information across our product platforms. These APIs play a central role in processes such as order management, billing, and service provisioning. Whenever new customer data is onboarded or existing profiles are updated, the APIs ensure seamless synchronization across various systems. They also facilitate integrations with external partners by providing a standardized interface for data exchange. As part of our data consolidation efforts, the APIs help create a unified view of customer information, enabling teams to access accurate and real-time details. This improves operational efficiency, reduces errors, and enhances the overall customer experience.

How have you benefited from using these APIs?

Using multiple TM Forum Open APIs has greatly accelerated our integration process, reduced development effort, and enabled quicker time-to-market for new services. These APIs offer standardized, well-documented interfaces, making it easier to integrate with external partners. Internally, they help ensure consistent data flow across systems, reducing duplication and enhancing accuracy in areas such as customer records, product catalogs, and order processing workflows. By leveraging these APIs, we've improved our ability build a scalable foundation for future integrations.

Where do you use it?

We use the TM Forum Open APIs across various products that support telecom operations in **Australia and Singapore**. These APIs are integrated into multiple solutions we offer, helping streamline customer management, product ordering, and service delivery for our telecom clients.

Have you used them in conjunction with any other APIs?

Yes, we have used the TM Forum Open APIs alongside several other APIs. These integrations allow us to streamline customer data management, automate product ordering, and enhance service delivery. By combining the TM Forum APIs with other standard APIs, we ensure seamless interoperability and efficient workflows across our telecom solutions.

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

TM Forum's Open API program helps Invia by enabling seamless integration with telecom operators and other digital service providers. The standardized APIs reduce development time and costs by providing pre-defined, interoperable interfaces. This enhances agility, speeds up service delivery, and improves compatibility across ecosystems.

To learn more about Invia Pty. Ltd. visit:
www.invia.com.au

VIEW MORE STORIES