

Success story: API development for telecommunications company



Rootstack supported Cable & Wireless in the development of APIs to process the change of telephone plans with one of its providers in the Caribbean.

About Cable & Wireless

It is a leading telecommunications company in Panama, which provides mobile, Internet, telephone, and cable television services to residential and corporate clients. It is a subsidiary of Cable & Wireless Communications plc, which has been in full operation since 1997.

Challenge

Cable & Wireless worked with a telephony service provider for its clients in Panama but later partnered with an additional provider to offer users coverage in the Caribbean. But of course, they needed to make the necessary connections so that users could make their plan changes and telephone recharges outside of Panama with this new provider.

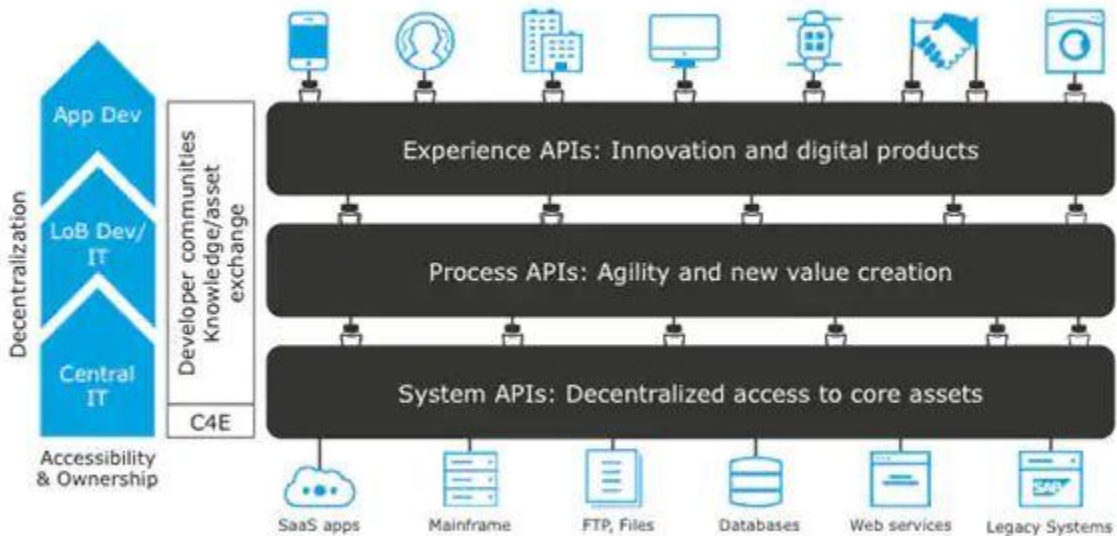
Our solution

To resolve this situation, Rootstack offered Cable & Wireless the best team of software engineers for the development of APIs that made it possible for users to execute a plan change when entering the telephony provider's platform, from the Caribbean countries and outside of Panama.

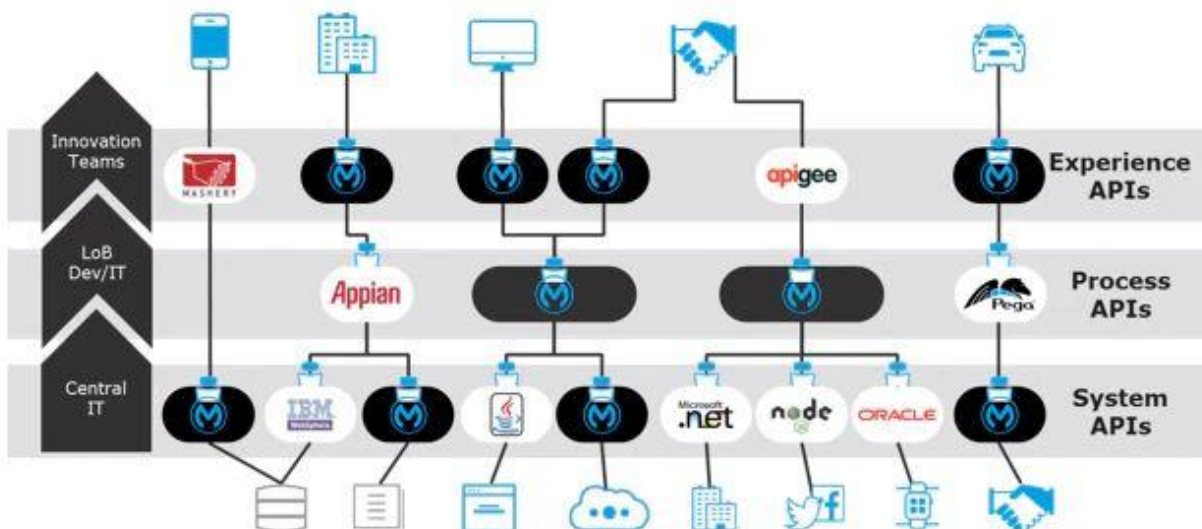
With Mulesoft, we worked the APIs based on three layers: we developed the experience layer, we adjusted the process or business layer and we also created the system layer, which in turn was connected to the data source.

- **API Experience:** we configure everything that this layer involves from scratch. It is the one that the end-user consumes, the one that receives the request that he or she makes

when entering a web page or an application. This layer is flexible and scalable and can always be adjusted to the requirements of both the client and the end-user.



- API Process:** it is the middle layer, which connects directly with Experience. Process receives the request from Experience and dictates the procedure to follow to execute that request made by the end-user. Mulesoft further explains that this layer is dedicated to implementing business process logic. Cable & Wireless had already configured this layer for its provider in Panama and what we did was make the adjustments to configure the provider in the Caribbean.



- **API System:** It is also known as the microservices layer since it is responsible for executing operations on the provider systems. In the case of our client, a telecommunications company, in this layer, all the data of the end-user and the operation he wants to carry out are confirmed, to validate whether it is possible to do it or not. We develop it from scratch, obtaining efficient performance.

We work efficiently in the development of these APIs to make it possible for our client, Cable & Wireless, to offer its users the change of plan and telephone recharges from outside of Panama, in Caribbean countries. In this way, the company expanded the scope of its telecommunications service, increasing its productivity and efficiency.

At Rootstack, we have more than 10 years of experience developing different kinds of projects for our global clients. We have an expert team in API and telecommunications ready to help you in the development of the project you have in mind. Contact Us!