



Bridging the gap between the software and the solution.

Sincera Service Philosophy

Sincera Consulting believes experience counts when it comes to Granite implementation services. We are experts in the Granite platform and we have significant “real world” experience deploying, customizing, enhancing and supporting the Granite platform. As a result of that experience, we have formed a service philosophy that guides our efforts.

Part of our philosophy is that there’s almost nothing more expensive than doing something twice, except for doing it three times. It sounds exaggerated, but we’ve seen many implementations where a company has contracted Granite services work to be done, and been dissatisfied with the result. They end up having the work re-done, and sometimes re-done again. In the end, they have a poor quality implementation that never lives up to the capabilities of the Granite system.

Because Granite is a very flexible system, there are numerous ways to accomplish almost any goal a customer might have. However, there are subtle differences in the various approaches, and what worked for Customer A may not be right for Customer B. The problem is that the issues caused by an incorrect approach may not show up for many months. By the time they become apparent, it’s too late to correct them without incurring a prohibitive expense. So, the customer learns to live with the limitations that an incorrect approach has placed upon them, and they end up with a system that’s harder to maintain than it should be. And the advanced features that they wanted to use? They never make it into production.

Sincera’s entire business approach is to avoid this situation. We can do that because we are specialists in the Granite platform. We don’t work on other OSS platforms except to integrate them to Granite. We don’t spread our focus around, and we don’t bring on resources for a project, give them minimal training and then release them after the project is over. We don’t talk the talk without being able to walk the walk.

Sincera **knows** Granite, not theoretically or by virtue of having taken a few classes. We know it because we helped develop it. Our team members participated in debugging efforts on releases of the system; we installed it, configured it, and tested it. We’ve modeled every type of network for customers all over the world: wireless companies, CLECs, European state telcos, cable providers. We’ve collected data through database extractions, physical audits, and from every kind of network device. We’ve developed custom interfaces for Granite, custom workflows, custom clients for rapid data loading/updating, and integrations to other OSS systems and platforms. If it’s Granite-related, we’ve probably done it. And if we haven’t, as Telcordia’s preferred training partner we are uniquely situated to learn it.

So our philosophy is really pretty simple: Make sure the work is done right the first time.