



# Billing System Goes Remote

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INDUSTRY : Telecom and Media

## Background

A leader in billing and customer care solutions for the cable television, direct broadcast satellite, advanced IP services, mobile, and fixed wire-line markets, sought an alternative user interface that would allow for web-based access to their billing system.

## Challenge

To build an alternative user interface that would allow for web-based access to the billing system (built on the IBM iSeries platform with about 4,000 screens that handle all aspects of customer care, billing and provisioning of cable, telephony, wireless, internet and other services) so that remote locations and call center staff could access the system using a web browser instead of a 5250 terminal emulator. The client wanted a fast migration path.

## Solution

The application was regression-tested using automated test tools to simulate load and user scenarios. The team performed extensive performance tuning on the IBM WebSphere platform on the iSeries. Other improvements in memory handling were introduced. The 4,000 screens were converted to JSP pages in a month. Sizing and capacity planning was done in collaboration with IBM. The IBM Web-Faced project was successfully deployed. PK's rapid migration helped the client respond to their customers more quickly and remote deployment of the customer care and billing applications to customers was achieved.