

“The entire billing process time was reduced by **80%** and brought down to **24 hours** (way beyond the customer’s expectation of 60 hours).”



## Overview



Our customer is one of the largest digital cable TV and broadband internet service providers in India. Company offers digital cable TV services across 140 cities and towns and high-speed cable broadband services across 21 cities.



## Challenges

The customer faced a significant delay in generation of bills for its entire consumer base. The bill generation process used to take 120 hours as against the desired 60 hours.



This resulted in :

-  Delay in dispatching the hardcopy of the bills to their consumer base
-  Heavy load on CPU and Processing resources for the entire 120 hours of billing activity






## Solution

Clover Infotech team studied the bill processing application in detail and initiated the following:

-  Reconfiguration of the system was done at both the Operating system (RHEL) and Oracle Database level
-  Queries were re-written for easier readability (and maintenance) plus faster performance



## Value

-  After tuning for optimum performance, the entire billing process time was reduced by 80% and brought down to 24 hours (way beyond the customer’s expectation of 60 hours)
-  There was a significant reduction in the load on the application, IT infrastructure and the manpower deployed to manage the billing cycle
-  This was achieved by optimizing the available resources and without having to make any change to the existing applications or hardware