proKarma

About the Client

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.

Development of a Web based Front end Solution Enables Remote Deployment

BUSINESS 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 WebFaced project was successfully deployed

BENEFITS

- ProKarma's rapid migration helped the client respond to their customers more quickly
- Remote deployment of the customer care and billing applications to customers was achieved

ABOUT PROKARMA

ProKarma delivers integrated technology and business process outsourcing solutions for over 150 global leaders in a wide range of industries and markets. ProKarma is co-headquartered in Portland, Oregon and Omaha, Nebraska, with sales and delivery centers in the United States, India, Argentina and Peru. ProKarma was selected as a Global Services 100 Provider for 2012 and ranked as the fastest growing IT services company in America by Inc. 500.