EMPOWERING A LEADING PASSIVE TOWER COMPANY WITH A ROBUST CLOUD BILLING SOLUTION

Status: Live and supported for 5 years

Challenges

The client, a large passive infrastructure service provider, was facing several operational and billing-related challenges:

- Long turnaround time for enhancements and configurations, causing delays and potential revenue loss.
- Poor billing application performance leading to slow processing cycles.
- High risk of revenue leakage due to limited regression testing.
- Inaccurate or incomplete billing reports affecting reconciliation.
- Frequent SLA misses due to recurring defects and manual dependencies.

Results Delivered

Improved turnaround time for billing enhancements

Reduced revenue leakage through stronger QA processes

Streamlined support operations with faster issue resolution

Enhanced quality through effective test automation

The Solution

To address these issues, Proeffico delivered a comprehensive billing enhancement, support, and testing framework that included:

- Accelerated Development & Configuration: A dedicated expert team used agile delivery cycles and automated validations to ensure rapid, accurate implementation of billing enhancements.
- Performance Optimization: System and database tuning improved execution time by nearly 50%, removing delays in billing runs.
- Effective Test Automation:
  - Automated regression test suites were created to validate every change.
  - Critical billing workflows, rating, invoicing, and reporting functions were automated to ensure high coverage.
  - Automated smoke testing helped detect defects early and prevented production issues.
- Robust Manual & Functional QA: Comprehensive functional, regression, and integration testing ensured quality releases and eliminated revenue leakage.
- Accurate Reporting Framework: Existing reports were corrected, and new reconciliation reports were introduced to validate billed output against source data.
- Improved SLA Compliance: With automation, reduced defects, and better release quality, support tickets dropped significantly, enabling consistent SLA achievement.