

# Success Story

## **Testing Billing Migration Conversion for a US MSO**



### **Customer Requirement**

Billing Conversion between ICOMS systems to CSG ACP-V billing system. This Conversion supports most current interfaces used with Video, HSD and Telephone services. This would improve the customer experience, drive operating efficiencies and expense reduction by creating a standard billing environment.

### **Xavient Solution**

Xavient implemented the client solution with its Global Delivery Model. This solution included skilled professionals to write test strategy, test planning and test case preparation while at the same time executing, monitoring and reporting. Xavient supported Functional testing, Data validation through enterprise data warehouse / Database, passer validation etc. Xavient automated the client system to improve accuracy in data comparison, which reduced both cycle time and costs. Xavient set up a Program Management office to improve coordination between the client and the Xavient team.

### **Business Benefits**

Advantages realized from this billing conversion:

- Consistent reporting queries for Finance, EDW, Care
- Operating Efficiencies:
  - Elimination of training for multiple billing systems
  - Speed to market of new product launches
  - Consistent presentation and messaging for Customer statements
  - Dependable interfaces with one point of entry
  - Warehousing streamlined
  - AHT improvements
  - Systems Integration
- First Call Resolution:
  - Better communications to the field
  - One process to be understood by all agents

### **About Xavient:**

Xavient Information Systems, headquartered in Simi Valley, CA is a major provider of global IT and engineering services and solutions focused on the telecommunication industry. Xavient's array of IT services include strategic consulting across product & vendor evaluation, business process re-engineering, outsourcing & off-shoring; product implementation & support; custom solution development and IT professional services. Xavient leverages its proven expertise in Onshore/Offshore delivery models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment support.

**Locations: California | Georgia | Colorado | Washington | NOIDA**

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