

CUSTOMER



中華電信
Chunghwa Telecom

INDUSTRY

Telecommunication Services

CHALLENGE

In increasingly competitive times, a company's core competencies become more important than ever before. To meet the growing needs of its value-added business development services, Chunghwa Telecom realized that it had to enhance its existing billing system.

SOLUTION



RESULTS

- Substantial time savings on system development and maintenance
- Cut batch processing time by 28.9 percent
- Cut CPU processing time by 24.57 percent
- Accelerated online access to meet the ever-changing needs of a variety of businesses

Chunghwa Telecom Joins Hands with Compuware for Highly Efficient Billing Platform

Business Problem

Chunghwa Telecom Co., Ltd. (CHT) was founded on July 1, 1996 under the direction of the Taiwan Ministry of Transportation and Communications. Incorporated with a registered capital of NT\$96.477 billion, CHT provides services in three main areas: fixed line, mobile communications and data communications. It provides voice services, leased circuit, Internet services, broadband networking, intelligent network, virtual network, e-commerce, enterprise integration services and a variety of value-added services.

CHT currently has 23 million subscribers. The billing system is based on an IBM mainframe, which tracks billing for calls, collates monthly statistics relating to telephone charges, bill consolidation, bill delivery, clearing, bill collection, suspension, resumption and the stopping of phone services, refunds, arrears tracking and bad debt management. With an annual bill turnover of about NT\$180 billion, it is Taiwan's largest telecommunications billing system.

Adding to the challenge of managing high volumes and an ever-growing subscriber base, privatization of the industry has made things even more competitive. To stay ahead, CHT has launched many new businesses and services, including ADSL, home broadband and MOD businesses and related services. CHT has also augmented its customer services to include promotional plans and co-operation programs.

This continuing expansion of businesses and services drives demands on CHT's billing system. CHT financial managers need good software tools that improve software development and maintenance for a mainframe-based environment to provide excellent services.

Solution

"In view of our limited number of programming and maintenance personnel, we decided on Compuware's application system quality solution, Xpediter, its file management solution, File-AID, and application system efficiency management solution, Strobe. These tools have since become so much a part of our daily work," said Mr. Lin Ruizhen, Director of First Division, Accounts Processing for CHT's Northern Taiwan Business Group.

CHT has been using Compuware solutions for about 18 years, initially through Compuware's Taiwan agent at the time, Galaxy Software Service. Over the years, CHT has gradually increased the deployment of Compuware solutions in its operations, which are now covered by an almost complete range of Compuware's application lifecycle solutions.

Design, development and testing take a lot of time in the course of the application lifecycle. With Xpediter, CHT's programmers can track each



and every step of the program implementation process. This enables them to detect any problems quickly, thereby significantly reducing testing and debugging times.

File-AID is a collection of data management tools that provide simple and quick access to different forms of information, for example, rapid access to VSAM, DB2 and IMS data files.

Strobe enables administrators to evaluate and analyze the application performance of the IBM z/OS mainframe, locate bottlenecks that might be affecting an application's efficiency and optimize the productivity of the batch processing application in the accounting system.

Results

Using Xpediter during the development stages, programmers can quickly and effectively assess a program, make corrections and conduct debugging where necessary. With early detection and correction, CHT is able to save costs that would otherwise be incurred if the problems were detected only after the program goes "live."

"Thanks to the support of Compuware and its solutions, we have greatly enhanced billing measures relating to preferred customers and new business and services launches. This has greatly strengthened our competitiveness."

— Lin Ruizhen, Director of First Division, Accounts Processing, Northern Taiwan Business Group, Chunghwa Telecom

File-AID enables CHT's programmers to quickly and accurately build a test environment, which facilitates more comprehensive technology R&D. In addition, File-AID increases the development and testing efficiency of accounting systems, accelerates time to market and saves maintenance costs and time. However, possibly the best feature of File-AID is that it improves the overall quality of a system application; a feature that translates to increased revenue for customers.

Lin says that Strobe has significantly enhanced the efficiency of CHT's batch processing application in relation to billing. "It typically takes three hours to complete a batch processing task, of which the CPU processing alone takes one and a half hours," he says. "With Strobe, however, our programmers have cut batch processing time down by 28.9 percent, with CPU processing time down by 24.57 percent. The benefits of optimization are obvious."

Compuware solutions shorten the time required to bring new applications to market and help CHT's programmers align their IT work to the requirements of the business. As Lin says, "With Compuware's solutions, we have greatly enhanced billing measures relating to preferred customers and new business and services launches. This has greatly strengthened our competitiveness."

To learn more, please visit: compuware.com.

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