



# PT Indonesia Comnets Plus

## *Intermediary System for Billing and Distributed Application*

### **Summary**

Client: PT Indonesia Comnets Plus (ICON+)

Subject: Intermediary System for Billing and Distributed Application

On the Web: [www.iconpln.net.id](http://www.iconpln.net.id) [www.pln.co.id](http://www.pln.co.id)

By Technology: Trouble Ticketing, Enterprise Resource Planning

By Industry: High Tech

Bening worked with PT Indonesia Comnets Plus to develop ICON+ Distributed Application Monitoring System. The main vision is that of a high-performance, flexible business process changing management, centralized, all-purpose-and-accessible monitoring system, and fast man-in-field response in order to distributed system problem recovery. The solution gives ICON+ better analyse their distributed application services performance and troubleshoot system problems. At result, ICON+ could do such billing counting related to distributed application those serviced to PLN.

### **Business Challenge**

PLN needed to team with a lead resource that had deep customer relationship management (CRM) capabilities, large and flexible workflow engine capabilities, solid large-scale integration experience and the ICON+ application business process development experience. ICON+ desire to find an Integrated ICON+ Distributed Application Monitoring System and Its Billing Application, such a comprehensive ICON+ customer service application that address all of these below dimension:

- **Desk Service Management**  
It is focusing on more satisfiable distributed application problem recovery services. It is also focusing on delivering the highly distributed application services and solving service problems quickly with optimum knowledge and minimal risk. Within the system, knowledge about problem and its solution were stored in fashionable manner. It is a huge and intelligent knowledge repository. Some problems could be related to other problems, which make the knowledge repository become more accurate and comprehensive. .
- **Human Resource Analysis**  
The system can accelerate cash flow by more efficiently managing more accurate human resource analysis. Organization can reduce ineffective human supply management for their on field problem recovery, this result in accelerated cash flow and recovery speed.
- **Analyst Productivity**  
In the past, ICON+ manager had to spend most of their time recover the distributed application problem with only less time left over to perform productivity analysis. With the system, we are seeing those number reversed.
- **Quality Dimension**  
The system exposes distributed application services quality by developer group and the distributed application type handled. It provides comprehensive reporting, includes graphical reports.
- **Better and Faster Decision**  
The system facilitated with such comprehensive report to track any problems occurred and in which state (of the whole workflow) it handled. At result, the ICON+ supervisor can

decide which problem should be taken over, monitored more, etc. Within the system, urgent problem recovery could be anticipated with multi notification engine. It is manually on workers desktop, email, and mobile phone (short message service).

- **Highly Customizable Application (Flexible across Business and Time Changing)**  
No doubt, each ICON+ distributed application has their unique behavior and field configuration. It takes additional effort to accommodate multi distributed application monitoring types to have global visibility. The system gives global flexibility across all system configurations. It is about application recovery business process (workflows) types, user management, permission management, group management, etc.
- **Foundation for Further Data Operation**  
The system is a foundation for further data operation, such as Building Datawarehouse System, OLAP Business Intelligence at other form; Data Mining. It is about for ICON+ distributed application better analysis.

## How We Helped

Bening initiated a professional team to quickly and efficiently build and launch the new integrated system. This team was charged with:

- Building an entirely new, integrated Distributed Application Monitoring System. It focused on defining the best categorization for problem types, its solution scheme, the resources involved, and its monitoring way. Flexible and comprehensive system-functionality, two keywords for this integrated system. It also integrated with distributed application billing system.
- Developing an automatic, intelligence, and fast changing business process mechanism. The system uses this to overcome each problem type, manually or automatically, and integrated with users involved for each flow, its permission, its notification, and some other properties.
- Introducing a host of new – better – simpler operational processes. Bening leveraged mainly on how monitoring mechanism runs well, fast, and traceable. In includes the time and man resource performance monitoring. Through this system, supervisor can analyze, and monitor the problem recovery progress, and the performance of the person in charge on each its flow of workflows.

The integrated, Distributed Application Monitoring System and Its Billing Application provide single entry to access distributed application information and problem services. It gives a single point of entry to the ICON+ management board in managing distributed application services management and its quest for high performance. Services offered include:

- Action on requests for a broad range of services, from virus recovery and broken operating system to repairing the logical error of the application and any other application bugs.
- Responses to requests for information about specific distributed information or other information (problems, upgrade, etc).
- Assistance problem solving about the application bugs or errors. It could monitors the problem recovery services details, and its state, whether has been done, could not be finished, or some others states.
- Reports on quality of distributed application problem issues or complaints with the ICON+ distributed application services.
- First line of communication to ICON+ developer team during large-scale emergencies.

The project involved significant business process change and content design and collection, as well as new computers a new system and a creative combination of technologies. The system is designed to help deliver these value-added benefits:

- Maximizes accessibility to ICON+ Distributed Application Services Problem Recovery Team.
- Maximizes service fulfillment efficiency and effectiveness.
- Maximizes impact of service delivery.
- Optimizes ICON+ administrative burden.
- Maximizes billing counting transparency.

## **Technology Involved**

Being used a set of technology to accomplish the project.

Software:

JIRA 3.7, MySQL, Java 1.5, Oracle DB 10g, Apache Tomcat 5.5, Microsoft Windows 2003

Hardware:

Quad Core Intel® Xeon® 5300, 1.86GHz; Wavecom M1306B

