



## CASE STUDY

PRUDENCE  
TECHNOLOGY

ORACLE BUSINESS INTELLIGENCE IMPLEMENTATION

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**Abstract:**

Achieving constant availability into the market keeping quality and quantity maintained with incremental demand has always been a challenge for Netplus Broadband Services. While Enterprise Resource Planning programs address these challenges, value from supply chain transformation programs can be fully realized by building Analytics that is in line with strategic business objectives and in alignment with organization strategy. The case study describes such BI Analytics Implementation at Leading Broadband Services Providers. The analytics led to operational efficiency and understanding the consumer nature to facilitate the supply and demand.



## ABOUT NETPLUS BROADBAND SERVICES

Headquarter in Ludhiana, Punjab. Net+ Broadband is 100% Subsidiary of Fastway Transmission Pvt. Ltd and is an emerging independence ISPs in Punjab. It offers High Speed Internet through Cable Modem platform to residential, SME and Corporate Customers in all major cities and township of Urban Punjab.

**Project Synopsis:** Being into the business for a considerable time, Fastway was sure when they would launch their brand for Internet Service it would be a success. Having their license from Telecom ministry, organization set the tone right by implementing SOP (Standard Operating Procedure) through Big 4. They wanted to ensure when they leverage the market, right platform should be implemented. Intelligent business decision was taken to implement solution for Billing, Inventory, Finance, Statutory and Fixed Asset.

Additionally, Organization also knew that without right information available at correct time, all plans would not be well executed. Hence Netplus implemented Oracle Business Intelligence to ensure every stakeholder is informed to make decision best suited to the organization.

### ▪ **Business Challenges**

- Management has to be always informed and prepared
- Commercial team monitoring and variance should be tracked

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- Management has to be always informed and prepared
- Commercial team monitoring and variance should be tracked
- Trouble Ticketing has to be always be insight
- Quality shall always be maintained
- Vertical Business Growth has to be achieved
- Customers, Employees and Distributors shall be reached.

### ▪ **Technology Challenges**

- Numerous legacy and reporting systems
- Over 1000 reports but limited analytics to give visibility to decision support systems
- Data redundancies and inconsistencies due to poor design of data-warehouses
- High cost of ownership
- Master data management issues resulting in poor quality of reports

The transformation program had objectives to harmonize and re-design of supply chain processes and give visibility to key supply chain performance metrics and leading indicators. The following areas were identified Standardization of

- Call Centre processes (Trouble Ticketing) and analytics
- Churn and Payout Structure has to be mapped with automatically (Currently its Manually)
- Collection process and analytics
- Consolidated BI system to deliver 'Single Version of Truth'
- Deliver analytics in areas of Inventory Management, Finance and Procurement process.
- Order to Cash processes and Spend Analysis





**ORACLE Business Intelligence** Search  Advanced Administration Help Sign Out

**Inventory** Home Catalog Favorites Dashboards New Open Signed In As **sumit\_bi**

Material Status Analysis Item Wise Analysis **Lead Time Analysis** TLV/LBO Stock Status Analysis RPHY wise Analysis Cluster Office Analysis test Item Wise Bifurcation

Item ID	Item Code	Item Name	Total Availability	Stock in CWH	Zonal Office Qty	Cluster office Qty	TLV Qty	LBO Qty	DSE Qty	AUC	None Qty	R_PHY Qty	Minimum Stock level	Consumed Qty	PO Number	PO Status	PO Qty	GRN Qty
1	IF03000001	Sukam 1500VA Inverters	2	0								2	0	0	2000000001	APPROVED	2	2
2	BT02000001	Sukam 150 AH - 12 V Batries	18	2	2					6		8	0	0	2000000002	APPROVED	4	4
													0	0	2000000077	APPROVED	12	12
													0	0	2000000083	APPROVED	2	2
3	NE06000002	Netapp SAN Storage E2724 with 900GB*52 SAS Drives & 400GB*12SSD	1	0						1			0	0	2000000033	APPROVED	1	1
4	NE07000001	Brocade 24 Port SAN Switch (BR-340-0008) with 16 Port Loaded, 16 Cables and Rack Mounting Kit	2	0						2			0	0	2000000033	APPROVED	2	2
5	CP12000001	Dell Laptop Latitude 3450	4	0	4								0	0	2000000008	APPROVED	2	2
													0	0	2000000067	APPROVED	2	2
													0	0	2000000009	APPROVED	1	1
													0	0	2000000010	APPROVED	1	1
													0	0	2000000017	APPROVED	1	1
													0	0	2000000019	APPROVED	1	1
7	EQ01000001	Cable Preparation Tool RG6/RG59 PT-659	3,699	1,820	249	66	267	638		640	27		0	0	2000000047	APPROVED	1,200	1,200
													0	0	2000000230	APPROVED	2,500	2,500
8	EQ01000002	Compression Tool VT150	2,500	608	146	108	279	557		799	10		0	0	2000000047	APPROVED	500	500
													0	0	2000000082	APPROVED	500	500
													0	0	2000000263	APPROVED	1,500	1,500
9	NE01000003	Tap Off 2 Way PP 23 dB	16,970	534	315	133	4,826	402		10,477	283		0	0	2000000006	APPROVED	100	100
													0	0	2000000088	APPROVED	10,000	10,000
													0	0	2000000313	APPROVED	4,000	4,000
													0	0	2000000398	APPROVED	3,000	0
													0	0	2000000455	REQUIRES REAPPROVAL	8,000	0
													0	0	2000000533	APPROVED	8,000	0

### Inventory Movement Analysis

**etplus Collection Dashboard** Home Catalog Favorites Dashboards New Open Signed In As **mandee**

**Collection Overview** Collection MIS Collection Trend Bad Debt Barring Churn

Zone City Product Techonology Remote Phy Id Year Month Billing Cycle Distributor Payment Mode

Productwise Collection Time run: 7/7/2017 9:54:14 AM

Billing Cycle	Zone	Product	Billed Base	Billed To Market	Collection	Collection%	Paid Count	Paid Count%
Bill Cycle 1 to 30	AMRITSAR	Broadband	12450	7,477,143	157,716	2.11%	227	1.00%
	<b>AMRITSAR Total</b>		<b>12450</b>	<b>7,477,143</b>	<b>157,716</b>	<b>2.11%</b>	<b>227</b>	<b>1.00%</b>
	CHANDIGARH	Broadband	7213	4,479,006	262,026	5.85%	389	5.00%
	<b>CHANDIGARH Total</b>		<b>7213</b>	<b>4,479,006</b>	<b>262,026</b>	<b>5.85%</b>	<b>389</b>	<b>5.00%</b>
	JALANDHAR	Broadband	9024	5,324,533	117,931	2.21%	196	2.00%
	<b>JALANDHAR Total</b>		<b>9024</b>	<b>5,324,533</b>	<b>117,931</b>	<b>2.21%</b>	<b>196</b>	<b>2.00%</b>
<b>Bill Cycle 1 to 30 Total</b>			<b>28687</b>	<b>17,280,682</b>	<b>537,673</b>	<b>3.11%</b>	<b>812</b>	<b>2.00%</b>
<b>Grand Total</b>			<b>28687</b>	<b>17,280,682</b>	<b>537,673</b>	<b>3.11%</b>	<b>812</b>	<b>2.00%</b>

Technologywise Overview Time run: 7/7/2017 9:54:14 AM

Billing Cycle	Zone	Techonology	Billed Base	Billed To Market	Collection	Coll
Bill Cycle 1 to 30	AMRITSAR	DOCSIS	12409	7,394,611	153,463	
		FTTX	41	82,532	4,253	
	<b>AMRITSAR Total</b>		<b>12450</b>	<b>7,477,143</b>	<b>157,716</b>	
	CHANDIGARH	DOCSIS	7200	4,465,797	262,026	
		FTTX	13	13,209	0	
	<b>CHANDIGARH Total</b>		<b>7213</b>	<b>4,479,006</b>	<b>262,026</b>	
	JALANDHAR	DOCSIS	9014	5,305,925	117,816	
		FTTX	10	18,608	115	
	<b>JALANDHAR Total</b>		<b>9024</b>	<b>5,324,533</b>	<b>117,931</b>	
<b>Bill Cycle 1 to 30 Total</b>			<b>28687</b>	<b>17,280,682</b>	<b>537,673</b>	
<b>Grand Total</b>			<b>28687</b>	<b>17,280,682</b>	<b>537,673</b>	

### Bill Cycle Wise Collection Status

Incorporated in 2010 in New Delhi, Prudence Technology is now having a global footprint in USA, EMEA & APAC works on the philosophy of "CAS (Customer Acquisition & Satisfaction)". Prudence helps organizations to choose and implement business solutions like ERP, Business Intelligence, CRM, and Human Capital Management on cloud or on premise.

For more information about NAVFarm or Product Demo please write to us at [marketing@prudencesoftech.com](mailto:marketing@prudencesoftech.com)

