Abstract

PT.XYZ is a large corporation in telecommunication industry and it has implemented a converged billing system to support its business process. The aim of this thesis is to determine whether PT.XYZ’s billing migration can be considered as successful investment, determine the changes that occur before and after the implementation of the converged billing system, develop alternative solutions for persisting problems, as well as suggest recommendations to current existing system.

The proposed solutions are by implementing load balancer, quarantine system, packet switching for charging, forecast simulation application and a billing mediation platform, to improve lack of capacity and integration found in converged billing system.

Keywords
Information System, Convergence, Billing, Telecommunication