

# Time Warner Cable Speeds Up Billing Process With New Software

## *Sirius Computer Solutions Called to Solve Billing Dilemma*

Since 1979, Time Warner Cable has offered cable services to 400,000 customers in South Texas. Recently, Time Warner encountered unplanned system downtime affecting billing for a weekend pay-per-view event. To prevent this from ever happening again, Gina Martinez, IS Operations Manager for Time Warner Cable, brought in Sirius Computer Solutions to diagnose the problem and “fix it”!

Sirius conducted a performance analysis and advised Time Warner Cable of what solution package was needed, along with associated implementation and training. “Our relationship with Sirius Computer Solutions has been extremely beneficial. We went from a single processor AS/400 model 530 to an IBM AS/400e model 730 dual processor while implementing MIMIX high availability and disaster recovery software from Lakeview Technology to replicate critical data to a second AS/400e. The larger AS/400e system resulted in dramatically decreased response time versus the original system and Lakeview Technology’s MIMIX gave us 100% failover capability to prevent future outages,” said Martinez. “MIMIX software from Lakeview Technology, along with Sirius’ implementation and training services remedied our billing problems. With MIMIX from Lakeview Technology in place, there is no longer a threat



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- **Gina Martinez**, IS Operations Manager, *Time Warner Cable*

of lost revenue because of system outages.”

The new IBM AS/400e system installed by Sirius has increased memory by 600% and the disk capacity by over 300%. “The additional disk, processor and memory was added to diversify the workload. Instead of running all of our applications on one single processor, our environment is now spread out over two processors via LPAR using MIMIX from Lakeview Technology,” continued Martinez. Ricky Hastings, Sirius Marketing Representative, explained the logic behind the solution further. “By running two processors on one system, we gave Time Warner Cable the ability to run production separately from their test environment, while duplicating their production applications to a separate system in the unlikely case of a failure or unplanned downtime. The software will duplicate environments so that Time Warner Cable may have multiple releases running simultaneously. Instead of doing the test in a live environment, they can test in a development environment, cutting over to a production mode at any given time due to the system redundancy enabled with MIMIX from Lakeview Technology.” Utilizing test and production environments has already resulted in substantial cost benefits for Time

Warner Cable.

The backup of the new billing software system will save the company a tremendous amount of money once a problem is detected. “It is critical that we are up twenty four hours a day, seven days a week, and three hundred and sixty five days a year. When a Time Warner Cable customer calls, our goal is to answer that call within 90 seconds,” explained Martinez. “With this installation, our service levels have already improved nearly 50%.”

**Customer:** [Time Warner Cable](#)  
**Solution:** [High Availability/AS/400e 730 Dual Processor Cable Services & Installation](#)  
**Industry:** [Lakeview Technology's MIMIX](#)  
**Software:** [AS/400 Technical Integration & MIMIX Application Integration](#)  
**Services:** [Sirius Onsite Technical 24x7](#)  
**Support:**

“The system is much faster, and training downtime has been cut by 80%. Our IT organization has not grown as quickly as our 80 person call center and we needed a low maintenance system that once plugged in, runs on it's own,” said Martinez.

Synchronization with MIMIX from Lakeview Technology gives Time Warner Cable the ability to transfer all their data to their backup system within seven seconds. They will not lose any data and can continue their business processes with very limited interruptions. Says Martinez, “I feel confident about our ability to operate our business every day of the year with this solution. And I sleep better at night too!”

#### **About Sirius Computer Solutions**

Established in 1980, Sirius is headquartered in San Antonio, Texas and has over 30 regional and satellite offices nationwide. Sirius is an IBM Premier Business Partner and the largest IBM iSeries eServer (AS/400) Solution Provider in North America as well as a Siebel Platform Partner. Sirius' commitment to customer satisfaction is unparalleled in the industry. Sirius provides value added solutions for customers in the enterprise systems marketplace by utilizing leading edge technology, services and application offerings. They offer a wide range of solutions in the areas of Business Intelligence, e-business, Technology services, Server Solutions and Network Solutions.

For additional information on how **Sirius Computer Solutions** can help your organization, contact us at **800-460-1237 x1003** or visit our website at **[www.siriuscom.com](http://www.siriuscom.com)**