



Modern Billing

JULY 2021

# BENCHMARK REPORT

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## MAXBILL SUPPORTS KPN, HANDLING INCREASED VOICE AND DATA TRAFFIC

*MaxBill has originally started the partnership with RoutIT, which then joined KPN, the large country-wide telecommunication group in the Netherlands.*

*Before the MaxBill Solution was adopted, RoutIT followed an innovative B2B2C business model. The services, including business telephony and communication solutions for small and medium companies, were provided indirectly via local partners.*

*At some point in their business journey, the company management realized the need for better scalability and more sophisticated revenue management software. Thus, RoutIT partnered with MaxBill to gain the advantage of better billing, partner managing and service operations. Our solution helped RoutIT gain direct control over business processes and supported the ability to seamlessly expand the business portfolio. After this, RoutIT became a part of a partner network of the large country-wide telecommunication group in the Netherlands – KPN.*

*The result was a success, with both brands significantly strengthening their market presence. They proceeded to expand further, obtaining new partners all over the Netherlands, backed by MaxBill's solution that enhances their B2B service offering capabilities.*

*Shortly after RoutIT became one of KPN's brands, its customer service team started preparing for the ambitious plan to process drastically increased voice and data traffic. Before they could commit to it, the system had to be tuned and tested, to make sure it can handle 1 billion calls each month. Therefore, MaxBill together with RoutIT conducted a benchmark to evaluate the ability to handle 1 billion Call Detail Records (CDRs) in monthly traffic with the MaxBill solution, including RoutIT custom interfaces on the new hardware and virtualization platform.*

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## CONDITIONS AND ACTIVITIES OF THE BENCHMARK DONE FOR MAXBILL 5

### ACTIVITIES

As a first step, we populated a MaxBill database with test data following RoutIT customer usage patterns, hosting multiple times the current customer base.

Meanwhile, system configuration was set to its best performance on the VMware virtualization platform, fine-tuning the MaxBill components as part of the process.

The client interfaces were also scaled and tested to achieve the required performance. The full bill run was simulated for different iterations of B2B scenarios, including end-customer billing and settlement process with carriers.

- **The entire process took around 6.5 hours on average for roughly 400,000 customers.**
- **Billing invoice xml producing time was close to 2 hours.**

The benchmark test followed a stage of the upgrade of the current production environment on the latest matured version of the operating system, database and MaxBill. The benchmark itself, including the setup of a production-like environment and migration of data, was performed successfully by the MaxBill R&D division.

Once the benchmark goals were achieved, the installation was handed over to our client for rollout.

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## BENCHMARK RESULTS AND CONCLUSION

- ☑ Many iterations of the peak volume (**over 5 million calls**) simulation have been done with the average processing time being one hour for the particular configuration.
- ☑ The bulk volume of roughly **120 million calls** was processed in around 29 hours on average.
- ☑ The total number of calls processed was close to 1,5 billion.

### SUMMARY

The benchmark was performed on simulated data based on the average customer portfolio. **This resulted in 400,000 active customers, 1.2 million packages, 7.2 million resources. 1.55 billion calls in total** that were processed during benchmark runs.

It is MaxBill's mission to uplift and support our clients' businesses. For KPN it meant we had to make sure the system will function perfectly under the needed data load requirements. Therefore, a benchmark was conducted to much success.

The benchmark was performed on data similar to the customers'. Performance improvements were applied to environment configuration, system parameters and system performance tests.

With the current scalability abilities, KPN stays ahead of the competition and can further strengthen its brand presence.

At the same time, MaxBill keeps perfecting its solution to support any new business development and innovations to the operation processes our client might need.

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## ABOUT MAXBILL

MaxBill is an innovation-oriented solution provider, with a focus on bringing new, creative approaches to disrupt the established routines, open up new possibilities and enable growth where it wasn't possible before.

Being a trusted partner for Fortune 500 enterprises and technology challengers in the fields of energy, utilities and telecommunication throughout Europe, MaxBill delivers a leading billing and partner management solution in response to skyrocketing customer expectations. Behind the MaxBill vision is a solid understanding of how solution providers manage and leverage the recurring revenue opportunities. Our team is comprised of seasoned engineering talents, thought leaders and domain experts who utilize their experience to make client engagement a stunning success.

Equipped with the deep market knowledge, powerful platform and desire for innovation and enhancement, MaxBill has been successfully operating on the variety of markets for the last half a decade, partnering with the biggest service providers to revolutionize the industry.

For more information, please visit [maxbill.com](https://maxbill.com)

