



Radio Holland, member of Imtech Marine

- ***Cut the time to complete the billing process by 67%.***
- ***Significantly reduced resources to run the billing.***
- ***Improved billing accuracy.***
- ***Improved profitability with margin controls.***
- ***Reduced the number of billing systems from four to one***
- ***Improved the clarity of invoices and traffic advice sheets.***

Case Study

Introduction

Imtech Marine's Radio Holland specialises in the supply, installation, integration and service of maritime electronics and is a major provider of satellite airtime services all over the world. Imtech Marine employs more than 2500 people worldwide in 80 branches strategically located along the major shipping routes and near shipbuilding centres.

The satellite communication systems provided by Imtech Marine range from a single handheld unit to a full static vessel installation handling multiple services.

The airtime services covered by Imtech Marine include Coastal Radio, Inmarsat Services (B, C, Fleet, M, M4, Mini-C, Mini-M and C Email), all I4 Services (BGAN, FBB and IsatPhone), Iridium Services (OpenPort and SBD), Thuraya and their own global VSAT offering.

Within Imtech Marine, Radio Holland Connect handles the airtime billing process for all the Imtech Marine branches, covering thousands of vessels around the world.

The Business Challenge

Each month, Imtech Marine has to process over 250,000 Call Detail Records (CDRs) covering almost 200 different types of satellite calls (e.g. Data, Voice, Broadband, SMS, Packet based services etc) from several thousand active Terminal/SIMs.

The monthly billing process was handled by one person within Imtech Marine's Radio Holland Connect using 4 separate systems (2 bespoke systems, a billing tool from a provider and a manual spreadsheet system). Each cycle would take at least 3 weeks to complete (from the arrival of the CDRs to the posting of the invoices). This meant that they were unable to supply their customers with timely air-time usage information. There was also a constant risk of inaccuracies in the billing due to heavy manual input and it could not handle the latest developments in the maritime satellite industry. Management reporting within the systems was poor which affected their margins and overall profitability.

They needed to replace all their systems with one easy-to-use billing system that would handle all of their services. It had to be fast, accurate and capable of handling a large volume of CDRs from 3 different providers.

The Symbiosys Business Solution

Symbiosys Business Solutions (SBS) worked with Imtech Marine to agree on a high level specification for a billing system that would meet all of their needs. SBS had a Satellite Air-time billing system (SATbill) that was used by 7E Communications in the UK that provided 70% of the functionality that Imtech Marine required. Following a diligent procurement process Imtech Marine decided to commission SBS to implement the missing functionality within the SATbill system and run it as a Pilot.

Following a successful Pilot, SBS worked with Imtech Marine to load the data from the 4 old systems into the new SATbill system. A few final tweaks were made to the system before going live. SBS then followed this up with some SATbill training for the billing team at Imtech Marine's Radio Holland Connect in Rotterdam.

The Result

The customised SATbill system reduced the billing cycle from 3+ weeks to 1 week. All services are now billed from the one system using significantly less resources. Accuracy has improved dramatically and margin controls have been set up to improve profitability. Clear end-user invoices, traffic advices and cost overviews are now produced in a timely manner. In addition the SATbill system enabled Imtech Marine to rapidly add new I4 services including GSPS and IsatPhone.

Today, Imtech Marine have processed almost 2 million CDRs in SATbill, increased their turnover, improved their profitability and reduced their business risk.

The Recommendation



***“Symbiosys Business Solutions supplied us with a user friendly customised billing system; it increased our efficiency and streamlined our processes. It was for Imtech Marine an important strategic investment.*”**



Rob Verkuil, General Manager of Radio Holland Connect, Imtech Marine