



Case Study: MultiChoice - Financial Costing and Business System (FCBS)

About the Company

MultiChoice, a wholly owned subsidiary of MIH, provides premium television entertainment through its DStv, DStv Indian and DStv Portuguesa bouquets to over 1.3 million subscribers in South Africa. Operations include world-class subscriber management services and digital satellite television platforms broadcasting 70 video, over 40 audio and 28 radio channels and more than 6 data channels, 24 hours a day on its DStv platform. Included are six data channels, which introduce the first Interactive television offerings on the continent. MIH Group operations span over 50 countries delivering services and entertainment to millions of consumers via television and the Internet.

Project Description

MultiChoice required an integrated solution for addressing diverse requirements such as channel and bouquet management, costing and budgeting, commission and payment of agents.

Nihilent proposed a web application with an administration section / security section, which will provide solution to all the issues faced by MultiChoice. And thus the web application Financial Costing and Business System (FCBS) came into being.

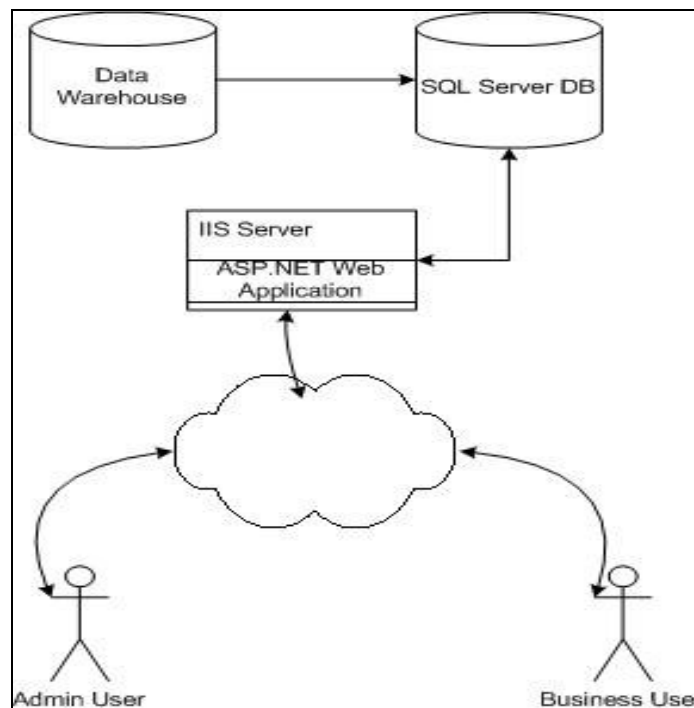


Figure: Proposed System by Nihilent

- The web application is an n-tier application comprising of 3 different layers
 - a) User Interface layer, b) Business layer, and c) Data access layer.
- Latest web technologies like C#. Net, Sql Server 2005, VS.Net 2005 have been used to develop the application.



Business Challenges

- Managing various agents in different regions located across Africa
- Channel & bouquet management
- Costing, budgeting of revenue, Commission & payment of the agents, Cost of providing various services

Nihilent's Role

- Nihilent was involved in the entire Software Development Life Cycle (SDLC) of the application
- Nihilent proposed an offshore - onsite model since Nihilent has its expertise and vast knowledge in risk management and a proven off-shoring methodology
- Nihilent hired & trained resources based on MultiChoice's specific requirements and growing need to have a complete application catering to all its needs

Technologies

- **Programming Technologies:** C#, .NET, VS.NET 2005
- **Database:** SQL Server 2005

Business Benefits Delivered

- With a good understanding of the requirement, trained resources and latest technologies the project was successful. In addition to the requirements from MultiChoice, separate Admin / Security section for administrative work was provided by Nihilent
- MultiChoice was able to get a glance at all the features it required under one application thus easing their job of managing their agent network spread across Africa continent, budgeting and forecasting, channel & bouquet management, commission and payments of the agents
- The application being web based, MultiChoice employees were able to access it at various office locations thus enabling them to monitor their business
- The web application provides various reports, configuration screens thus enabling the user to maintain, display complex data with ease thus adding to the advantage of the user of the application and providing a good working experience