



Pay per view.

Order Management for Kabel Deutschland.

Kabel Deutschland launched its digital-based pay per view service on July 15, 2006. T-Systems' contribution: The pay per view server functioning as an order management system for processing customer orders in real time.

The customer and its business.

Kabel Deutschland (KDG) operates the cable networks in 13 German regional states and supplies more than 9 million connected TV households in Germany. That makes Kabel Deutschland the largest cable network operator in Germany. The company develops and markets new triple-play packages, providing digital TV, broadband Internet and telephony using cable TV. KDG offers a digital TV platform that is open to all programming providers. The company operates the networks, markets cable connections and ensures comprehensive service covering all aspects of cable connections. **During the 2006/2007 financial year (ended on March 31, 2007)**, Kabel Deutschland earned revenues of roughly EUR 1.1 billion. The company has a workforce of about 2,700.

The task.

Kabel Deutschland's objective was to offer two pull services for television by July 15, 2006:

- Select Kino
- redXclub

T-System took on the task of developing the pay per view server (PPV server) from the idea stage to its market launch – within a period of six months.

The system requirements.

- The order system must be able to process 2,400 orders per minute.
- Movies have to be released for viewing on the cable network very quickly. What's more, the account balances have to be managed, the service posted in the billing system, and the program schedule must be kept up to date.

T-Systems' solution

Kabel Deutschland received a pay per view server that was fully automated and virtually maintenance-free in its operation, and did not require any manual intervention. The architecture is service-oriented, with web services that make it easy for the customers to access pay per view functions via the web,

phone and SMS. The web services allow customers to access the program calendar, register with the pay per view service, order movies and change their PINs quickly and effortlessly. The queuing mechanism ensures that incoming customer requests for movie viewings and cancellations will be processed without delay.

The benefits for the customer

- Short time to market with every requirement met, thanks to a tried-and-tested software framework and a precisely synchronized workflow.
- The entire project was implemented in several stages, and each individual stage included design, realization and system testing phases. **The prime directive: high value and high risk first!**
- Fully automated regression testing ensures high-quality software that could be upgraded on short notice. One regression test takes less than an hour.
- T-Systems, a reliable partner for Internet-based transaction services and web service technologies, guaranteed professional project execution.

Project information.

- Load-balancing the application servers ensures high performance (2,400 orders a minute) and good scalability as customer counts rise.
- High availability (24/7 functionality) thanks to redundant layout of system components and the use of a database cluster with two active nodes.
- Proven system software that adapts well to changing requirements:

Application server.

- Linux
- Bea Weblogic 9.1 database server
- Oracle 10g (RAC)
- SUN Solaris

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