SiriusXM Canada and Accenture are working together to leverage Oracle Communications Billing and Revenue Management (BRM)
The application is enabling SiriusXM Canada to close its month-end billing cycle in just days.

Greg Tully, Vice President of Information Technology, SiriusXM Canada

Client background
We are an audio content provider primarily through satellite and our content is also available through IP-based streaming. We have – what we’re best known for is our exclusive content both from the U.S. and from Canada and we have a huge presence within the automotive industry.

How Accenture and Oracle helped
Accenture was a partner that helped us turn up our Oracle billing and revenue management system from the beginning and has been there since. Over time that relationship has evolved to better suit the business and as of late, it’s more of a hybrid model where our teams are tightly integrated to support development and operations of our critical IT systems for the business.

At SiriusXM Canada, Accenture plays the role of our technical experts. Our core billing system is Oracle’s Billing and Revenue Management, BRM, and that skill set is rare. It’s hard to find particularly in Canada and Accenture has played that role as technical experts for us both on-site at our Toronto headquarters, as well as out of the Philippines delivery center.

One area that Accenture does do a great job helping us with is exploring new opportunities. So as we look to introduce service oriented architecture, as we look at new platforms within our own infrastructure as we evolve, Accenture has been able to add a lot of value in helping us explore those, having the expertise within the Accenture family to help us explore those opportunities, so in the end we can make the best decision. Regardless of whether Accenture plays a strong role, they’re a good partner in that way and in giving us the contacts and visibility we need throughout the industry.

Why Accenture
Technical Support – Oracle BRM
Accenture was instrumental in starting up the business for XM in Canada and was a strong partner providing all the technical support around Oracle’s BRM. About three years ago, Sirius and XM Canada merged and that relationship with Accenture has been redefined where it’s much more of a mixed team, SiriusXM employees, as well as Accenture staff, working together both onshore and offshore and Accenture has evolved. We’ve redefined that relationship with new SLA’s and commitments both to the business and from Accenture to SiriusXM Canada and it is proving to be very effective.

Global Delivery
At SiriusXM Canada, we use the Philippines Delivery Center for our offshore team. I’ve had the opportunity to visit and get to know the team. What I’m most impressed with is how tight the team feels regardless of being half a world apart and we’ve been able to develop strong relationships not only with the onshore team, but with the...
team that is in the Philippines and work very well with them. They’re very strong technically, but also have been able to forge good relationships both the onshore presence from Accenture and our own team at SiriusXM Canada.

Why Oracle?
SiriusXM in the U.S. have always been a strong Oracle partner using a whole bunch of Oracle technologies in addition to billing and revenue management, BRM, and as a result, it was a natural fit for us to proceed down that path. We did evaluate other options, but in the end felt that with all the work that Oracle’s done with SiriusXM in the U.S. that it was a great fit for Canada and we’re really happy with that decision.

High performance delivered
We use Oracle’s BRM as our main billing engine. That supports all of our subscribers and we’ve been able to work with Accenture to develop the application to meet what our business needs from a performance perspective, from a functionality perspective and that has paid out very well for the business. We’re able to close month-end within a couple of days, whereas previously it took us several days. And I think that’s just one example of where Accenture and SiriusXM employees have worked really effectively together to leverage the technology that Oracle’s provided through the BRM application.

Our thanks to:
Greg Tully, Vice President of Information Technology, SiriusXM Canada

About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with approximately 319,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.