

Call Detail Record Analytics for globally reputed BPO leading to superlative business insights

Call Detail Record (CDR) analytics for calls data from 28 switches across 22 countries with around 20 million records per hour

Business Challenges

- Data validation taking 50% of development time
- In-house legacy BI platform unable to provide complex data integration and visualizations
- Huge volumes of fast growing data leading to database performance issues

Resolution

- Deployed Pentaho's plug-In architecture to execute test cases containing SQL,MDX & MQL
- End-to-end BI platform including data integration , dashboarding and reporting
- Highly scalable Enterprise Data Warehouse integrating data corresponding to more than billion calls daily from 12 sources and 28 switches

Benefits

- Enhanced efficiencies with faster data validation
- Ready to serve analytics and reports for all stakeholders in the enterprise
- Streamlined Big Data management and analysis leading to fast and accurate insights