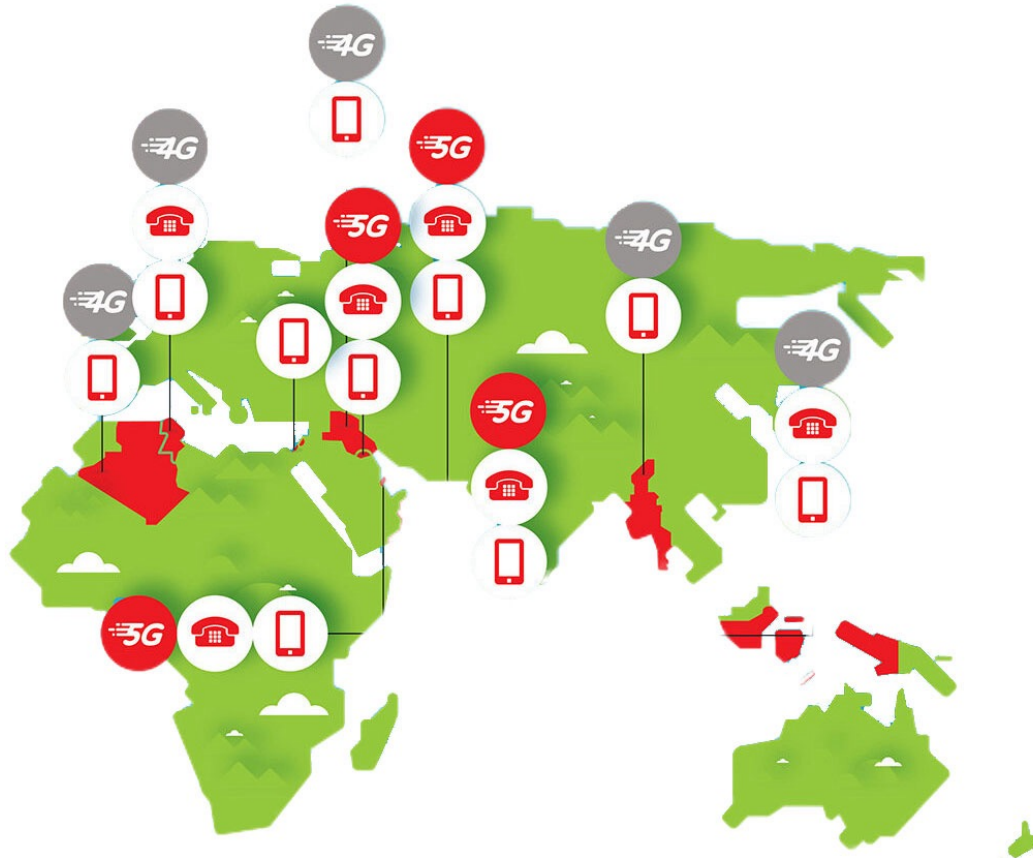


Optimized Operations for Operational Efficiency



Ooredoo Oman is an Omani telecommunications company owned by Ooredoo. It is one of the region's few privately owned telecommunications companies and serves millions of customers for fixed line and broadband services (corporate and residential).



Challenge

The client sought our technical expertise to implement agile reporting solutions for real-time operational insights for dynamic marketing strategies. We also stabilized their data warehouse backlog and integrated business intelligence platforms.

Project

- Collaborated with the organization's business users to understand their pain points and requirements addressing them with self-service analytical capabilities.
- Partnered with NCR to deliver end-to-end managed services including daily data aggregation and integration across the entire enterprise.
- Developed customized dashboards for data analytics and scorecard reporting enabling the client to evaluate operational efficiency including metrics like social media package performance, sig-ups and leads generated through promotions.

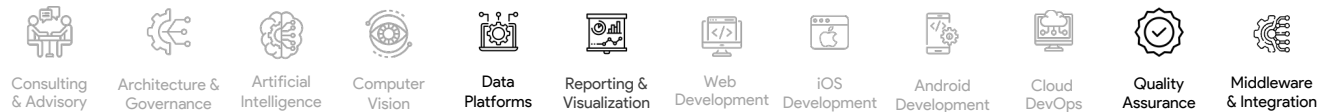
Value Delivered

- Our skilled team of data architects, engineers, and visualization specialists allowed the client the flexibility of scaling up their internal teams with world-class expertise at short notice, achieving approximately 50% of cost-saving.

Technologies

Teradata, MicroStrategy, Informatica, SLJM

Services



Simplifying Informatica Upgrades & Services



Ufone is a telecom operator in Pakistan with over 2.9 million customer base and 12% market share. The company is recognized for delivering the 'most consistent experience' in network performance.



Challenge

Ufone's physical machines and expired Informatica support service were impacting the company's technology infrastructure and causing delays. Platform owners wanted to address these challenges and resolve the issue at the earliest.

Project

- Multi-year contract between Informatica and Ufone.
- Upgraded Informatica environment in a complex technology landscape, seamlessly integrating multiple hardware and software components, ensuring uninterrupted services.
- Managed a data integration platform, providing 24/7 development support and prompt incident management.
- Upskilled data engineers and workload managers on Informatica to increase self-reliance and ensure completion of integration tasks with consistently reliable performance.
- Setup Disaster Recovery (DR) environment with high availability

Value Delivered

- Seamless and uninterrupted business reporting along with continuous integration of underlying data pipelines.
- Saved 50% on infrastructure costs, with an ability to scale workloads by 300% at no additional expenses.
- 100% business continuity and zero-data-loss through High Availability & Disaster Recovery.
- Upskilled the team for 25% of the market cost.

Technologies

Informatica, Oracle, Teradata, SQL Server, CRON

Services

