



RI360 Implementation Case Study Media and Communications Provider A New OSS/BSS System

The Problem. A mid-sized Media and Communications Provider purchased a new ordering and billing system (OSS/BSS) which, although rich in features, did not come with a pre-configured Business Intelligence component. This new system ran on both the IBM iSeries platform utilizing the DB2 database and the Windows Server platform utilizing the MS SQL Server database. An immediate need was created to provide strategic visibility into this new heterogeneous data environment.

The RI360 Solution. Utilizing our extensive experience in multiple platforms and databases, including both of the above platforms, we worked with the company to build a daily extraction program to bring customer, service order, trouble ticket and work management data into a staging database. After building collectors for each of these data areas, the collectors were run daily to form the basis for the company's business intelligence platform. Weekly and monthly collectors were also built to provide different time perspectives over the same data. Once this foundation of data was available, additional collectors were built using this base collector data to solve more focused business problems and needs. For example, a collector was built to provide data needed for the FCC-477 report, a government reporting requirement for the company's industry.

Benefit. The primary benefit of this implementation was to create a base set of data to analyze trends, provide industry-related metrics (e.g. customer churn), and provide general performance visibility of the customer's business. As the customer became familiar with the power of these collectors, they looked to the RI360 solution to build many more focused collectors, which streamlined untimely, cumbersome, and labor-intensive processes, such as the creation of the FCC-477 report mentioned previously.

Cost / Timeline. Given the heterogeneous nature of the data sources, the initial base collectors would be classified as medium to high complexity. Generally, about six (6) collectors were needed to form the base data, with each collector of this nature requiring approximately 5 to 8 days to complete (~\$5000 to ~\$8000 each). The additional collectors (~20) were much smaller in size and could take advantage of the base collectors for their data needs. Most of the additional collectors took approximately 3 to 5 days to complete (~\$3000 to ~\$5000 each). These costs are in addition to the RI360 license (see the RI360 Pricing Sheet from RI360 Sales), the Oracle STD1 DB license, and the physical server needed.

