



## Charter Global **CASE STUDY** - Big Data Solution Global Telecommunications Client

**Global telecommunications client cuts costs and improves the customer experience through Charter Global's Big Data solution.**

### About the Client

As a leading US-based provider of wireless, Wi-Fi, high-speed internet, voice and cloud-based services, this client's business is all about delivering data reliably to its customers. The company leverages massive amounts of data to gain insight that drives better business decisions, as well as deeper understanding on how its customers think, feel, and act.

#### The Challenge

The company maintains a network that carries more than 1 million gigabytes of data every day and more than 1 billion gigabytes in storage, and its network had grown exponentially over the previous six years. As data demand continued to increase, they realized that they needed to implement a technology foundation that would aggregate their siloed data, support data modeling, and make analyzing complex data easier for employees – not just data scientists.

A Big Data solution would address fundamental data management challenges, as well as improve the customer experience, reduce costs, and become more efficient. They lacked the necessary operations resources, however, and senior talent to accomplish their goals. In addition, the project would require the procurement of hardware and a complete changeover of project management methodology, along with training on the new technology.

#### Solution – Big Data Environment for Complex Requirements

Storage was moved to a Vertica (HP) database. Repeatable feeds and new software applications were developed that would populate the new feeds based on set requirements. This enhanced the ability to subscribe to big data feeds. Charter Global also integrated CDR/DDR data from the client's engineered Teradata platform to the new Big Data platform, reducing the cost of hardware and licensing.

## Results

After the successful implementation of a Big Data technology solution with supported analytics capabilities, the client was able to capture and mine data on location, as well as activity and customer behavior. This enabled the company to make more effective strategic business decisions.

With the implementation of a Big Data solution and continuous improvement processes, the client was able to cut costs and innovate faster to improve the customer experience on a daily basis. The insight gained from Big Data has had a significant impact on improving delivery. This includes more effective analysis of tower outages data, greater insight on repairs with the ability to prioritize services by areas with the greatest customer impact, as well as implementing proactive maintenance on thousands of service vehicles to reduce costs.

## Why Charter Global

- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards
- Multiple IT certifications, including CMMI Level 3, PCI, Microsoft, Oracle and SAP Edge
- More than 850 IT professionals, delivering the right technology solutions across multiple platforms
- Established customer base of Fortune 1000 industry leaders

## About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers in India
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- A team of over 850 professionals
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards Established customer base of Fortune1000 industry leaders
- Vertical experience in telecom, healthcare, media / entertainment, airlines, finance, energy, retail, and hospitality
- Active database of nearly 2M consultants with 30,000 on demand
- 100+ full-time staff recruiters support clients in the U.S. and globally