



Infogix Analytics Achieve Four-Year ROI of 550%



Executive Summary

Client: Tier-1 U.S. CSP

Industry: Telecommunications

Challenges:

- Multiple revenue concerns and business process inefficiencies
- Inability to access and leverage enterprise data
- Inter-carrier reconciliations and collections

Solution: Data360®

Results:

- **Four-year ROI in excess of 550%**
- **Extended data functionality that drives efficient margin control**
- **Billing dispute team had a 300% ROI in year one**

Advanced Data Warehousing And Analytics Platform Solves Leakage And Other Revenue Management Issues

The Challenge

A Tier-1 U.S. communication service provider (CSP) was challenged with cost inefficiencies, revenue leakage, inter-carrier reconciliations and unclear margin analysis of network routes. The CSP revenue assurance department contended with billions of daily call detail records (CDR), which it knew was a data-rich source of information; unfortunately it was stored in disparate systems with no means of timely retrieval.

This cumbersome process made business analytics nearly impossible. As a result, this valuable data could not be transformed into actionable information and business intelligence to resolve lingering revenue leakage and inter-carrier collections issues.

The Solution

Infogix proposed a scalable and cost-effective data warehouse and operational analytics solution using Data360. The immediate results from implementing Infogix analytics were cost savings, improved revenue

collection and real-time dashboard delivery of comprehensive business intelligence. The platform gave the CSP the ability to store and utilize all of their CDR and IPDR data sets.

The Infogix solution focused on three areas identified by the customer to be the most pressing at that time:

Carrier Access Billing, Dispute Management and Inter-carrier Compensation Management

- With hundreds of millions of dollars in revenue a month, cost inefficiencies had grown too high
- Managers were not able to drill down into summary level invoices, and lacked the ability to correlate invoices with associated CDRs
- Reciprocal compensation and contractual arrangements were difficult to optimize or even monitor

Network Traffic Analysis and Route Assessment

- Siloed data in disparate systems obscured the end-to-end visibility of call routing and true margin analysis, capacity management and network faults

Solution Criteria

- Quicker deployment than internal development timetables including software solutions already validated and debugged
- Expedited ROI, producing cost savings on day one
- Ease of deployment to minimize internal frictions
- Addressing all requirements of the first users groups but also extensible enough to support the requirements of future groups of users

The Results

A Dynamic Data Warehouse and Analytics Platform Driving ROI


The impact of the solution was felt almost immediately. As a result of the deployment, the following successes were documented:

- RA Managers now had faster on-line access to CDRs for analysis, collections and billing reconciliation
- The CSP access billing dispute team recovered three times the solution cost in year one, producing a 300% ROI

- The CSP invoice dispute team was able to use detailed support in disputes, saving tens of millions in year one
- Resources previously mired in long searches were able to focus on dispute recovery, which increased their success rate to more than 60%

Return on Investment (ROI)

The platform has continued to deliver these savings, achieving a four-year ROI of well over 550%. More importantly, it now supports extended functionality driving more efficient margin management and cost assurance.



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About Infogix

In our fourth decade as an industry pioneer, Infogix continues to partner with its customers around the globe to provide a broad range of flexible and configurable solutions to increase trust in their critical data assets enterprise-wide to achieve their business objectives. As the only all-inclusive data management and governance solution that integrates intelligent data quality, enterprise data governance and advanced analytics, the Data360 platform allows users of every skillset to explore, catalog, validate, prepare and analyze data in real time, accelerating time to insights and giving you the power to trust every business decision. To learn more, visit www.infogix.com or @Infogix.

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