Case Study: Data Migration

Lavastorm accelerates system migration

RESULTS:

Lavastorm helps this customer manage data migration:

> Reduces time, cost, and effort to migrate data faster than traditional SQL-based methods

> Performs rapid root-cause analysis to facilitate rapid resolution with minimal customer impact

> Provides visual assurance of data and process integrity to stakeholders across business units, such as legal, regulatory, and audit

> Processes accurate data transformation on a massive scale with verifiable results

ABOUT THE CUSTOMER

This telecommunications company has a major presence in the Asia-Pacific region. Its comprehensive services portfolio provides broadband Internet, fixed telephone and mobile device services, and television and on-demand entertainment for millions of customers across residential, business, government, and wholesale markets.

SITUATION

When the company updated its legacy billing support system (BSS) and operations support system (OSS) to modern data center applications, one of the biggest tasks – and source of potential problems – was migrating the data from the legacy to the new system. Every application formats data differently. Moving and transforming the data is a critical step in preserving both business continuity and regulatory compliance.

A traditional approach would use an SQL process to translate formats from the legacy system into the formats required by the new system. But this customer needed to consolidate hundreds of terabytes of transaction data from several legacy applications into a single new system. Developing an SQL-based solution would take too long, and verifying the accuracy of the data migration would be nearly impossible.

Such projects require a much more scalable solution that also provides analytical capabilities to assess data quality, identify errors, uncover root causes, and prioritize fixes according to potential impact on revenue or customer experience.

SOLUTION

Lavastorm is an agile data management and analytic solution for both business and IT users. It empowers this telecommunications company to manage data migration projects and continuously improve business results. Its agile capabilities enable the company to rapidly integrate diverse data, easily discover elusive insights, and continuously monitor business operations to expose anomalies, outliers, or patterns. These capabilities are used to verify compliance, uncover business improvement opportunities, and guard against risks.

This telecommunications company uses Lavastorm as a transformation and analytical tool to manage successful data migration projects. One such project migrated billing data from several legacy systems into a new consolidated system. Throughout the process the customer had to implement compliance controls. It used the Engine to verify the performance of the new system by checking its ability to generate accurate bills, preventing both undercharges and overcharges. The customer began with a pilot of several thousand customers. It configured the Engine to associate extracted billing information with product pricing and tariff plans and then recalculated bills. The analysis then identified discrepancies with the *pro forma* bill from the new system and reconciled the differences before the normal billing run.

After the pilot phase, the customer migrated data in larger batches, using the engine to recalculate (a.k.a. re-rate) bills to mimic the billing platform. The customer configured the Engine to analyze billing accuracy, catch errors, identify the root causes of errors, and fix issues in time for billing runs. Where an SQL-based data migration would have taken months, this telecommunications company finished the entire migration in just a few weeks.

BENEFITS

Handles Big Data

Rapidly processes billions of transactions, while allowing organizations to maintain existing investments in specialized business applications and systems.

Increases Business Agility

Flexible data management and analytic capabilities enable analysts to integrate multiple data sources and change business logic up to ten times faster than traditional tools. Greater accuracy and faster analysis help decision makers anticipate trends instead of chase them.

Supports Continuous Business Control

Continuous monitoring exposes data anomalies and patterns so organizations can guard against risks and uncover opportunities for business improvement.

Builds Trust in Data Quality

Easy-to-interpret, visual interface improves transparency into analytic logic and data, enabling analysts to generate, validate, and communicate trustworthy results.

FOR MORE INFORMATION

www.lavastorm.com

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