HCL

SIMPLIFY INTERACTIONS
ACROSS DIGITAL DEVICES

LET'S TALK
APPLICATIONS

INTEGRATION
& MIDDLEWARE

TELECOM

Real-time Operational Analytics and Reporting Implementation for a Leading US Telecom Provider

CUSTOMER DESCRIPTION

A national provider of wireless voice, messaging, and data services.

BUSINESS NEED

▸ Real-time visibility of service platform health
▸ Reporting based on identified business Key Performance Areas (KPAs)
▸ Real-time visibility of individual service performance

SOLUTION CHALLENGES

▸ Managing the large amount of log/audit data generated by the service platforms
▸ Deriving real-time business KPA information out of a large data set
▸ Obtaining real-time IT KPA values from a large data set
▸ Scaling up the platform architecture

Business View - Activations Dashboard
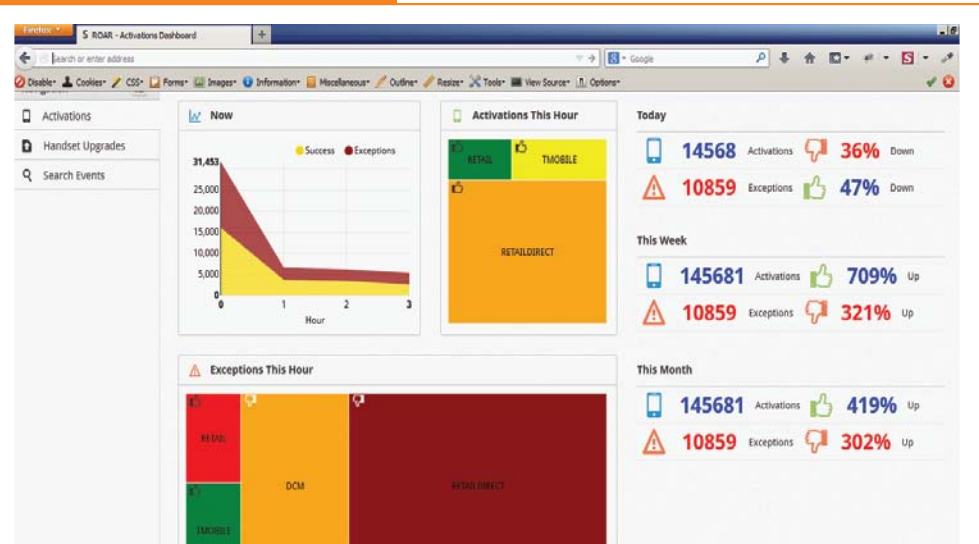
Architecture for handling a large data set:
▸ Adopt a Hadoop based Big-Data solution
▸ Process and persist with real-time event data in NoSQL database

**Map-Reduce processing for business and IT KPA:**
▸ Use scalable Map-Reduce for processing event data
▸ Derive business and IT KPAs from event data and persist in NoSQL structures

Data Service Platform:
▸ Create a data service platform on top of NoSQL
▸ Enable Representational State Transfer (REST) based data service platform to return as needed through a visualization layer

Visualization Dashboard:
▸ Create a visualization dashboard for business KPAs
▸ Develop an IT operational dashboard for service platform health
▸ Use Data-Driven Documents (D3.js) and other JavaScript (JS) based open-source libraries

Ops Dashboard
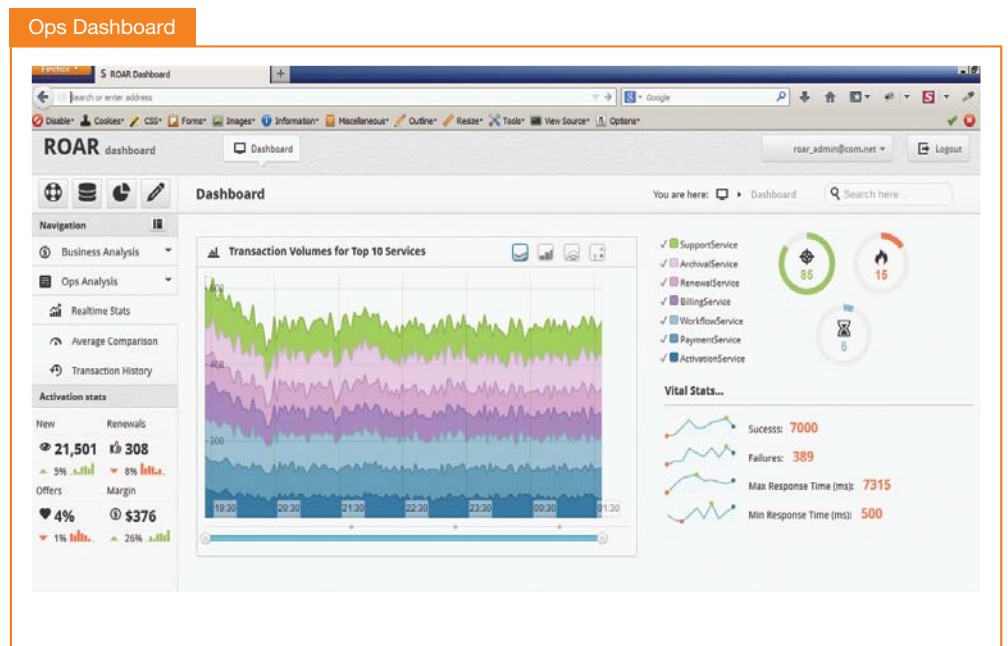
BUSINESS BENEFITS

▸ Enabled trending of business transactions
▸ Delivered a re-usable framework that reduced design and development cost
▸ Enabled pro-active monitoring, which led to the resolution of previously unidentified defects
▸ Created better end-user and operations customer experience
▸ Provided on-demand visibility into key business transactions and operational health
▸ Simplified partner on-boarding, monitoring and support
▸ Facilitated consumer trend analysis and the delivery of right products/services across a geography or a group
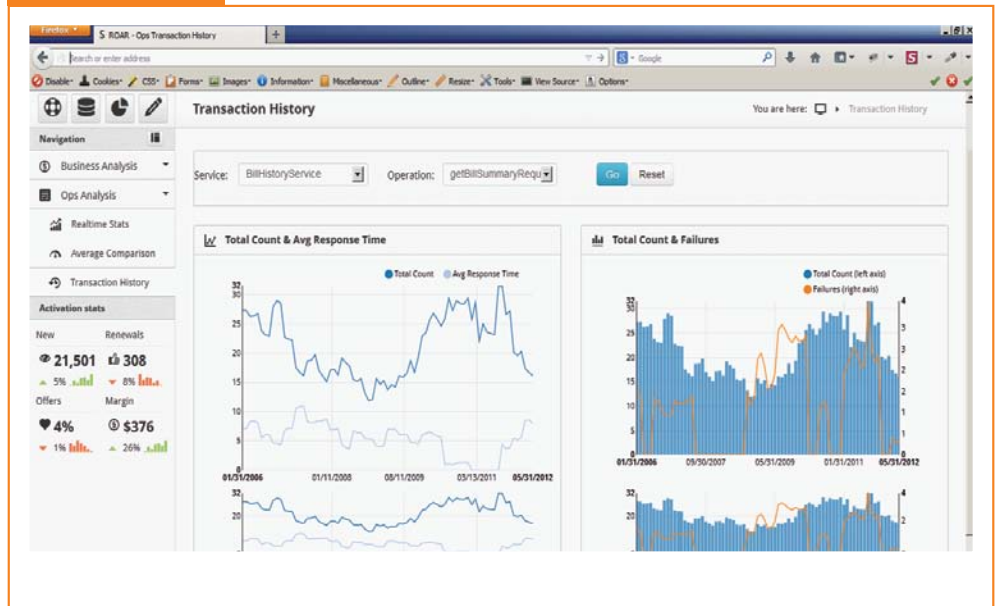
TOOLS AND TECHNOLOGIES

HTML5	Modern Design
Angular.js	jQuery
Ruby On Rails	CSS3
Twitter Bootstrap	Node.js

| APPLICATION SUPPORT & MAINTENANCE | BIG DATA & BUSINESS ANALYTICS | BUSINESS ASSURANCE & TESTING | CLOUD, DIGITAL EXPERIENCE & MOBILITY | COLLABORATION, CONTENT & SOCIAL | CUSTOMER RELATIONSHIP MANAGEMENT | DIGITAL SYSTEMS INTEGRATION | E-COMMERCE & OMNI-CHANNEL | ENTERPRISE RESOURCE PLANNING | HUMAN CAPITAL MANAGEMENT | MODERN APPLICATION DEVELOPMENT | PLATFORMS & INTEGRATION |

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