ATHENA

Revolutionizing Telecom Operations with Real-Time Data Transformation

Client

A leading telecommunications company with a vast network of data systems spread across different regions is struggling to get real-time data to work seamlessly and ensure accurate reporting across its various operations.

Problem Statement

The company struggled with bringing together data from different sources, such as customer information, network data, and billing systems. Each system operated separately, creating a lot of confusion and inefficiencies. As a result, processing data took longer than it should, insights were delayed, and reports often had errors. This disconnected setup made it harder to make quick, informed decisions, slowed down daily operations, and ultimately left customers feeling frustrated.

Solution

Athena helps them to transform the company's data operations by:

- We made it easier to connect different systems, like customer relationship management (CRM), billing, and network performance, by creating customized queries and setting up automated data pipelines. This helped bring all the information together smoothly.

- We used a range of mathematical operators(e.g. Joins, aggregations) to bring together data from different sources, making sure everything matches up correctly and stays accurate.

- Developing intuitive dashboards that provide real-time insights into key operational metrics, such as network performance, customer usage patterns, and billing accuracy.

- Introducing real-time alerts to detect and rectify data inconsistencies, ensuring the reliability of reports and reducing manual intervention.

Value We Delivered

- Cut report generation time by 30%, speeding up decisions.

- Boosted report accuracy by 20% with automated validation.

- Delivered real-time insights for better service management.

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