Globetouch

Globetouch Leading provider of global connectivity solutions improves cloud computing solution with Sigma's BI Platform

SUMMARY

Globetouch is a leading provider of global connectivity solutions and IoT platforms. They provide cloud-based core network infrastructure for smart phones, M2M, connected cars, tablets and MiFi devices. With a turnover of over 5 million USD, and offices across USA and India, their network is extensive, enabling them to provide connectivity for a wide range of devices and operators, while empowering a multitude of business models internationally.

OUR ROLE

- Managing the dataset
- Automated generation and verification of reports

THE CHALLENGE

Globetouch required automation of several of their processes. The billing reconciliations had to be done manually and there were many discrepancies in the data due to varying business models of multiple MVNOs. The collaboration of MVNO's with the system was also manual and required few weeks to set it up.

With data from multiple systems of record across the value chain, Globetouch needed a comprehensive BI solution for analyzing CDR data that is, Voice, SMS, GPRS and Top-up.

KEY INSIGHTS

No of ETL Jobs written:	**300+**
No of Data sources:	**3**
Data extracted from:	**CDR files, CSV and Excel**

SOLUTION

Generation of automated reports to Identify Fraud events

Analytics about SIM stocks and voucher stocks by resellers

Network Utilization across all subscribers and country.

Reconciliation of raw data, billing data and reporting data

BUSINESS BENEFITS

- ⊘ The ability to receive automated reports to identify fraud events, saved on the effort, training cost and time, as this was done manually before. These reports are now scheduled for every 2nd business day of the month
- ⊘ The time to set up MVNOs with the system reduced from several weeks to just one week with the time to run dry tests on the newly configured system.
- ⊘ The billing reconciliation process automation has tremendously saved on time and cost for Globetouch, as it does not require a team of individuals working full time on this anymore.

TECHNOLOGY USED

- » **Pentaho BI Suite**
- » **PDI**
- » **Oracle**
- » **Solaris**

SIGMA AT A GLANCE

Sigma delivers innovative IT solutions in a variety of industries including FinTech, eCommerce, Technology, Telecom, Retail, and Healthcare. 300+ technocrats strong, and with 28% of the workforce with over 10+ years of industry experience, Sigma brings unconventional thinking and decades of experience to the table.

Since 2004, Sigma is passionately aligned with the cause of ensuring positive business outcomes for clients through digital innovation.

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