PERVASIVE®

CASE STUDY

Ease of use | ROI | Scalability

Telecommunications leader calls on Pervasive Data Integrator when migrating new customers' data

Easy-to-use Pervasive toolset quickly, reliably moves data from competitor systems for faster, more dependable billing

"Our telecommunications customer now can run in one tool that's easier to maintain than custom code. With Pervasive® Data Integrator™, they can run in a test environment and know that maps and processes will also work in a production environment—for reliability and fewer potential points of failure."

– Bertil Weston
General Manager
Framsteg AB

PERVASIVE Data Integrator™

Company Profile
This company is a leading telecommunications company that provides technology and managed services to telecommunications companies. It offers mobile and fixed network infrastructures as well as broadband and multimedia solutions. The company is present in over 275 countries.

About Framsteg AB
Pervasive Partner
A leading consultancy, Framsteg AB is headquartered in Stockholm, Sweden. Framsteg AB provides integration, application consulting and project and IT management to many leading companies in engineering, technology and pharmaceuticals, as well as other sectors. Its customers include AstraZeneca, Volvo and ABB, among many others.

Executive Summary

A world-leading provider of network and communications technology and services needed quick, reliable data conversion and migration when moving telecommunications customer subscriber data from a previous provider to its platform. To remove these risks, the customer, a steadfast Pervasive integration user since 2003, and their system integrator, Framsteg AB, use Pervasive Data Integrator to provide the speed and reliability required to migrate customer data to its systems without any hitches. The method of use is important because a customer's business operation could be negatively affected if the process is slow or data is lost.

A staff of four has easily handled upwards of 60 major data migrations to date. In one case, involving a large customer, data on three million subscribers and more than 200 million vouchers were migrated overnight. In the past, using custom code, the staff would have spent days or weeks on a customer's data migration project.

Challenge

When a telecom client switches to the company's system, data conversion and migration takes on high importance. If the migration is not rapid, predictable and reliable, the customer risks loss of revenue and subscriber dissatisfaction. Migrating customer data quickly is critical for another important reason—customers provide free calls to subscribers during the timeframe in which data is being transitioned, so every minute in transition costs them.

Framsteg AB General Manager Bertil Weston describes the business needs: "We wanted to have a seamless process, an easy-to-use solution that the client's experts can use on-site to convert and migrate customers without any problems." More specifically, Framsteg and its telecom client sought to create a competitive advantage by moving away from custom code to an integration process that would be reliable, reusable, rapid and highly predictable.

Solution

Using a quad-core Shuttle machine for large-volume processing, the telecommunications company goes to a customer's site one to two months prior to the scheduled migration to define and establish data transition needs and train customers on how to use Pervasive Data Integrator. This approach allows the company to travel to customer locations to conduct a pre-analysis, return with the tool finished for a test migration and then move with confidence to the real migration.

Source formats are typically a database such as Oracle. Customers extract the

Telecommunications company calls on Pervasive

data to an ASCII delimited format and then use Pervasive Data Integrator to convert the data and move it into one of four data nodes. The company has developed structured schemas for re-use. They re-use Pervasive maps often and that has assisted tremendously when training customers on what they need to do.

The telecom solution developer noted, "When we started, we began with the simple Map Designer. Now, we're using Process Designer to make a complete end-to-end process. We've been able to get rid of other tools and move more capabilities into Pervasive Data Integrator."

Benefit

Ease of Use. The telecommunications company's customers have a quick, easy learning curve with Pervasive Data Integrator's user-friendly software.

No custom code. Pervasive versatility allows complete custom code replacement, and reusability means the same designs can be adapted for other customers, which keep costs low.

Scalability. Pervasive Data Integrator easily scales to meet the challenges of complex data conversions and migrations, and handles massive data volumes.

Conclusion and Next Steps

The telecommunications giant and its system integrator swiftly migrate other telecommunication companies' customer data to its systems and "can run in one tool that's easier to maintain than custom code." With Pervasive Data Integrator, the company can easily test to gain assurance of success in a production environment—for reliability and fewer potential points of failure.

One of the company's developers said, "With robust, reliable, extensible processes, our sales teams can win new customers and commit with confidence to pain-free, predictable subscriber data migration."

Framsteg's customer has found that some of its customers have bad data, and it plans to use Pervasive Data Profiler™ in the future for data quality assessment. The company has found that "sometimes there are data format errors which are problematic, such as when customers have commas within the comma delimited data." Using Pervasive Data Profiler to fully profile data in advance of migrations would help to smooth operations.

About Pervasive Software

Pervasive Software provides agile data integration software that speeds the flow of data between applications and between organizations. Our robust technology addresses SaaS, SOA and traditional integration modes and allows customers to re-use the same software for integration scenarios that span data warehouses, real-time application integration and data exchange with trading partners.

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