

CASE STUDY

SOLUTION GIVES FINANCIAL CORPORATION CONSISTENT REPORTING AND TREND ANALYSIS

Client Background

Our client is a leading clientcentric global banking and financial services company with a large presence in Europe, the Americas, AsiaPacific and the emerging markets covering more than 70 countries. Being one of the largest foreign exchange dealers, the company's businesses encompass a wide range of products and services in investment, corporate and retail banking as well as in asset and wealth management. The company offers financial products and services for corporate and institutional clients along with private and business clients, being backed by strong capital and liquidity positions. The company's strategy emphasizes the need for organic growth of its capital base, the further reduction in risk and higher operating performance aiming at a cultural change in the financial services sector.

Business Challenge

Our client needed a software solution to improve management, visibility, and service delivery across global and enterprise converged Voice-over- IP (VoIP), SIP and MPLS networks. Various vendors provided the client with both inbound and outbound voice services, but the client could not fully control them in terms of consumption and spend management. Also, it was not possible to internally log and report the company's voice connections, call durations, destinations, and other related services, so they had to request this data from each vendor on an ad-hoc basis.

To solve these challenges, the company decided to enable consistent reporting and analysis of the long term trends through a Call Detail Recording solution. The long-term CDR DW solution would help capture the company's usage and generate reports on the necessary details required to ensure correct billing; provide cost transparency and perform usage & cost analysis. The client chose to partner with SoftServe to design and implement the solution.

Solution

SoftServe's team of 4 experts: Project Manager, Technical Lead, Senior and Mid-level Developers, had to accomplish a range of projects to meet the following requirements:

- Ensure that Voice Services were provided by a single vendor
- Help the client establish full control over the consumption and spend management
- Facilitate reporting on cost management, load balancing, fraud detection, etc.

The project was completed in four phases:

1. Discovery phase
 - CDR Data Warehouse solution big picture and architecture drivers
 - Conceptual and Logical data model
 - Data integration vision
 - Technology stack selection and trade-offs
2. Core Development - Designing DWH & ETL processes
3. Designing the solution for Rating Engine integration (Billing)
4. Developing specific features for processing call records

Every stage of the project was preliminary discussed with the client and then presented in the form of regular demos of the ongoing processes.

Business Value

SoftServe created and implemented a solution that is able to conduct 4,000,000 voice calls per day and 10 years of data retention. The benefits for the client included:

- Full control over the consumption and improved decision making
- Ability to collect and integrate statistics of CDR data from a variety of RIG devices

ABOUT US

SoftServe is a global digital authority and consulting company, operating at the cutting edge of technology. We reveal, transform, accelerate, and optimise the way large enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation – from generating compelling new ideas, to developing and implementing transformational products and services. Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

Ultimately, we empower businesses to re-identify their differentiation, accelerate market position, and vigorously compete in today's digital, global economy.

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