Case Study – Major Australian Telco

Challenge

The customer had 20+ year old legacy billing analytics portal, supporting transactional billing information to over 3,500 business customers.

Underpinned by an Oracle 12c data warehouse with SAP Business Objects, and a custom frontend portal.

Stalled platform investment, due to competing CAPEX initiatives. 5+ day data ingestion and processing times left little time for end clients to analyze billing accuracy.

High DSO due to bill uncertainty. High cost of on-premise infrastructure and license.

Business Case

TFC was engaged to provide a business case based on license rationalization, removing the reliance on outdated IT resources and infrastructure and future speed of business innovation.

Project

Migrate the data warehouse and analytics to Amazon Redshift Serverless and a new custom portal.

Result

- Cost Savings of over $400,000 (79%) per annum
- Removed CAPEX planning limitations for future innovation
- Became the only trusted platform for revenue reporting through COVID
- Platform for innovation with AI/ML