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Product Review

Subex Limited Employs the Dataupia Satori Server to Guarantee a Scalable Call Detail Record Management System

DATAUPIA™
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Dataupia Satori Server 12000

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REVIEWER: Prajay Shah, chief architect for Subex Limited.

BACKGROUND: Subex Limited is a global provider of operations support systems (OSSs) that empower communications service providers to achieve a competitive advantage and deliver new service experiences to subscribers. The company pioneered the strategic concept of the revenue operations center (ROC) - a centralized framework for end-to-end control of a service provider's revenue and costs, fostering operational dexterity for sustained profitability.

PLATFORMS: The Dataupia Satori Server data warehouse runs as an appliance with its own operating system, database and software. It also has a Sun server with Solaris 10 that acts as the gateway to the Dataupia appliances and runs an Oracle database on it.

PROBLEM SOLVED: At the core of the Subex OSS is a data warehouse infrastructure required to deliver constant access to more than 150TB of data. The old system could not maintain reporting and analysis performance and scale to accommodate the growing volume of call detail record (CDR) data amassed by Subex. Subex needed to replace one of its legacy data warehouse systems, which stores and retrieves CDRs, to manage the proliferation of data and increase business intelligence (BI). Subex selected the Dataupia Satori Server data warehouse appliance to serve as the supporting framework of the system. With Dataupia's scalable solution, we can now handle billing disputes, reconciliation and financial and network analysis via a single, consistent view of product and customer behavior. We now experience broader access to CDR data by retaining all data online that can be accessed by reporting or analytics applications.

PRODUCT FUNCTIONALITY: Subex has experienced a dramatic increase in data load speed and query performance. More than one billion CDRs can be loaded in an hour, and complex queries that would have previously taken two weeks to process are now possible in a few hours. Subex has improved performance in BI and data retrieval times, making it easier to process step-by-step investigative queries and meet customer needs. We have also enjoyed increased business insight because the technology provides new ways to analyze revenue assurance, product profit/loss assessment and the identification for competitive advantage or differentiation.

STRENGTHS: Five features attracted us to the Dataupia Satori Server. Its transparent integration ensures compatibility within existing infrastructure, removing limitations on storage capacity. Dataupia's solution scales effortlessly, with each blade packing 2TB of useable space and scaling up to hundreds of terabytes. The appliance-based model provides us with an all-in-one data management solution. By increasing concurrent system usage, the Dataupia Satori Server runs complex queries faster. Lastly, because the Dataupia Satori Server uses space and processing capacity extremely efficiently, we save on resources by lowering power consumption up to 90 percent, thereby meeting carbon footprint reductions demanded by customers.

WEAKNESSES: While the Dataupia Satori Server excels at providing on-demand access to information within an organization and storing large volumes of data, it does not address data quality issues.

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SELECTION CRITERIA: The Dataupia Satori Server was deployed because of its ability to meet all of Subex's objectives: improve user satisfaction and performance, expand function scope, remove capacity limitations, ensure ease of use, adopt a future-proof solution and meet reduced footprint requirements. Cost was a consideration, and in just six months, the investment paid for itself. Aside from the low price point, we have experienced considerable savings on resources.

DELIVERABLES: Subex uses the CDR data that Dataupia's solution stores and retrieves to support billing disputes and reconciliations, financial analysis, network optimization and revenue assurance. The Dataupia Satori Server allows users to make critical business decisions such as assessing product profit/loss and settling billing disputes. Furthermore, Dataupia's solution assists with margin analysis and provides a single consistent view of product and customer behavior.

VENDOR SUPPORT: Dataupia is a pleasure to work with and provides excellent customer support that did not end after implementation. They work hard to make sure our needs are met and are always available should an issue arise. Knowing that Dataupia is committed to innovation and helping our business succeed has been the best part of working with them.

DOCUMENTATION: The documentation was thorough and easy to understand.

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