



BI for Performance Management

- A Case Study in Java and Pentaho

Executive Summary:

The Telecom industry is one of the most data intensive industries in the world and probably one of the first industries to make large scale use of Data Mining and Business Intelligence to improve upon their marketing techniques, manage their networks smoothly, include favorable data plans and prevent customer fraud to a great extent. As the Telecom operators engage in cut throat competition, huge volume of data is generated from various operational systems and these are used for solving many business problems that demand handling on a priority basis.

Our client, a leading telecom operator, based out of UK wanted us to build a reporting application to present the end users with real time reports after doing a performance evaluation analysis on the data collected. Mindfire Solutions was able to develop a robust reporting system well within the desired deadlines.

The application developed by Mindfire Solutions shows near to real time reports to end users. Analytical data is collected from several end SQL users. The raw data is processed by Pentaho data Integration (Kettle) to carry out the ETL process to persist the aggregated data in a data warehouse. It is the aggregated data that is used in the reports. The final Reports are prepared using Pentaho Report designer and integrated in a LifeRay portlet using Pentaho Report Engine.



The client appreciated Mindfire's efforts and expertise in the project and have contracted with Mindfire Solutions to be their primary software services provider for all the new versions of the product, maintenance and further customizations to the existing products.

About the Client:

Client: Telecom Services Provider

Location: United Kingdom

Industry: Management Consulting

Technologies used:

Java, Pentaho Report Engine, Pentaho Kettle, LifeRay