

# Transforming Data Management for a Top Telecom Provider



## ABOUT THE CLIENT

Our client is a leading telecommunications company delivering 4G, LTE, and 5G networking across the United States. Committed to upholding their position at the forefront of the industry, they prioritize delivering unparalleled value, top-notch quality, and exceptional service to their customers.

## Challenge

### Accessible Data, Strategic Business Moves

Our client needed a partner to build a platform that could capture essential marketing data and deliver it to internal teams for interpretation and action.

Previously, the absence of an integrated system hindered access to crucial data, impeding the teams' ability to synthesize and leverage it effectively for strategic business decisions.

40%

Reduction in Resolution Time for Business Requests

\$1M

Projected Cost Savings

## Solution

Evergreen built a data management and analytics platform dedicated to streamlining marketing data collection and dissemination within the client's organization.

Here's how we did it:

- Hired a team of scrum masters, product owners, developers, and other experts.
- Improved team structure by embracing Scrum methodologies, limiting team sizes to 6-8 members, significantly boosting efficiency across multiple aspects.
- Introduced a tailored training program for consultants, ensuring expertise in new technologies aligned with client objectives, aiding in planning and design phases.
- Implemented various automation within Azure framework to expedite development cycles.

- Created application programming interfaces and conducted production issue health checks, enhancing system performance and reliability.
- Streamlined intake processes by implementing a unified form for business requests, slashing resolution time by 40% and minimizing redundant communications.

Evergreen has worked with the telecommunications company since 2018. We're their top resource for data migration, data ingestion and dissemination, and other digital initiatives.

### Tech and Tools Used

- Azure Databricks
- Azure Data Factory
- Hadoop
- PostgreSQL
- AWS
- Teradata
- Jira
- Splunk
- Snowflake
- And more