

# DATA INTEGRATION CASE STUDY

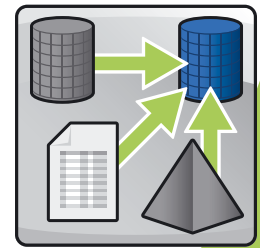
## Monitoring and Reducing Telephone Costs

### Client's Problem:

- Phone invoices in 3 different formats
- Not suitable for electronic processing
- Cumbersome manual phone bill evaluation
- Expensive and inaccurate manual processing
- Mounting phone bills without traceable cause

### Client's Requirement:

- Automated phone bill processing
- Efficient calls monitoring system by bill analysis
- Monitor private / company phone usage
- Determine best possible call rates / plans by billing breakdown



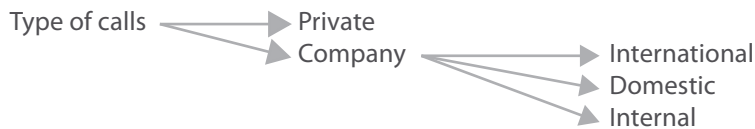
### CloverETL Solution:

#### Inputs:

- Itemized phone bills in three different formats
- Company's employee database
- Customer contacts database

#### Process:

- Consolidating CDRs (call detail records) from various telecommunications operators into a uniform structure
- Report phone expenses per person / project / department
- Complete analysis of phone call pattern throughout the day



```
PhoneNum;Tarif;Employee;Called number;Date;Tim
605115291;T 300;John Doe;00420220911884;04.01.
605115291;T 300;John Doe;00420604789612;04.01.
627529112;T 300;Sue Morgan;00420604789612;04.01.
634115291;T 300;James Smith;00420220911884;04.01.
```

```
751050050|John Doe|
FreeMinutes|0:00:00|0:00:00|
Local outgoing calls::
- mobile line; 51:52;85,41;50:52;17:54;82,91
- land line; 26:00;52,03;17:47;6:57;47,63;8:
- VPN; 153:15;192,15;136:48;23:45;169,62;16:
- messaging service; 1188;1:00;18,00;1:00;0:
```

	A	B	C	D	E	F
1	SourceId	Operator	PhoneNo	Employee	Date	CalledNo
2	200804	Operator1	605115291	John Doe	08.01.08	4207240120
3	200804	Operator1	605115292	John Doe	08.01.08	4207110718
4	200804	Operator2	751018050	John Doe	08.01.08	4206027067
5	200804	Operator1	627529112	Sue Morgan	08.01.08	4212567122
6	200804	Operator1	634115291	James Smith	08.01.08	3163318676



Czech subsidiary of a multinational consulting company with 1,200 permanent employees and \$100 million in annual earnings, came to Javlin Inc. with the following problem:

Telephone invoices were sent from three different providers in three incompatible formats, thus not suitable for subsequent electronic merging and processing.

To process and further analyze these invoices, the values were manually entered into spreadsheets. These spreadsheets were then converted by macros, updated every few months, thus causing inconsistencies in historical data. Because the company's telephone bill was \$44,000 monthly, growing by further 24% per year, approximately 6 man-days per month had to be allocated to manage this task. To keep phone expenses low the company needed an efficient monitoring system. Therefore all call records were to be merged into one transparent format for further processing and evaluation.

Our team employed CloverETL to consolidate data from all inputs into a uniform structure that enabled easy subsequent processing.

Thanks to the use of an ETL tool the solution is transparent and maintainable. Automation minimized the possibility of a human error. At the same time the implementation of standard test and conversion techniques through CloverETL sped up development and improved the quality of system updates. Additional reporting option was generated to supplement the solution package. Telephone expenses now can be broken down by person, department or project.

CloverETL solution enabled the IT department to work more efficiently and gave the management the opportunity to set accurate rules for private telephone usage. With a real historical data on hand the most cost advantageous telephone plan was chosen from each provider.

### Solution Benefits:

- **Process automation** – saving manpower, eliminating human errors
- **Calls audit** – reducing company phone abuse
- **Optimizing phone rates** – switched to the most cost-efficient provider

**Overall Yearly Savings 37% = 150,000 €**

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