



ANALYSE YOUR LIVE M2M DATA AND PUSH BETTER DECISIONS TO THE FRONT LINE

Acuma helped a Client to create a centralised information server and empowered them with competitive analytics, improved reporting and ability to make better and quick decisions.



CLIENT OVERVIEW

Our Client is a market leader in providing M2M and IoT solutions in the Security and Health Sectors with operations in the UK, Ireland, Sweden and the Netherlands. The company is now the trusted choice to provide the Critical Connectivity for over 350,000 M2M devices throughout Europe.

Client

A leading Critical Connectivity provider

Industry

M2M

Service Offering

SQL Server database Solutions



The centralised repository called Centralised Information Server (CIS) synchronised, organised and archived the data periodically facilitating faster analysis and reporting

Business Challenge

The Client provided M2M connectivity for a large user base and maintained the polling and alarm data from all the polling servers from various locations. The data size was approximately 70 Million records a day. Lack of data integration, high data load time and huge amount of data consumed a lot of employee time and reduced the scope of data analytics. The Sales, Marketing, Alarm receiving centers and Helpdesk departments were not able to generate insightful reports due to muddled data management.

Business Solution

Acuma created a centralised repository called Centralised Information Server (CIS). This data warehouse is synchronised to all the related servers such as Polling servers, Alarm servers, Sales and Marketing Server, Intranet server and Reporting server, with an additional feature to set the required time interval for synchronisation. SSIS packages were used to upload the CSV polling server data file into the CIS in a pre-defined format. Data was archived on a yearly basis to keep it organised and maintain high data load time, with an automated email to update the team members. The monthly data and the archived data are stored separately to facilitate better reporting experience for user base. Sales, Marketing, Alarm Receiving and Helpdesk reports are triggered based on hourly, daily, weekly, monthly or activity basis. A centralised interface was created to view all the reports and is configured to serve the subscribed user/group.

Business Benefits

- Centralised repository for database eliminating Data duplication by 100%
- Transactional data upload was quicker by 60% due to optimised application design
- Fully automated reporting system saving employee time by 70%
- Real-time Polling & Alarm information
- Operational Summary of each device and New prospects details for Marketing team was generated on a daily basis
- Call Logging system for Customer to report issues
- Auto synchronisation of polling information across polling & other servers, enhancing the overall operational efficiency by 60%