

CSA - Archive and Deletion

CLIENT

A Leading Telecom Service Provider serves close to 174 million customers across 5 continents.

BUSINESS CHALLENGE

A few challenges with the existing system were:

- Operational database with huge volume of data, which eventually lead to delay in reporting.
- Absence of archival mechanism which would housekeep the database periodically.

How THBS Helped

Torry Harris Business Solutions implemented a "CSA – Archive and Deletion" solution which archived the data from the CSA Live environment based on predefined business rules and store the data in the form of flat files onto a disk. THBS also provided a mechanism for on-going housekeeping of the data on the CSA database. The data within the Credit Scoring Analysis (CSA) database was used primarily for the reporting and analysis of current risk strategies. This was done by the ongoing monitoring of application characteristics and customer behaviors with a view to finding likely indicators of increased risk and cost to the Telecom Major client.

The key features of the solution were.

- Deletion of data from CSA MIR where data meets business rules
- Archival of data from CSA MIR to a new CSA archive environment where data meets business rules
- CSA archival to reflect current CSA schema at time of archive
- A central archive repository with sufficient access rights to enable the data to be securely archived, stored and retrieved at a frequency to be determined by the business (e.g. n times per month/quarter)
- Business rules and processes to allow for data retrieval within agreed SLAs
- Business rules and processes to allow data to be destroyed

CLIENT BENEFIT

“Improved user access to reports and reduction in backlogs in the CSA system”

TOOLS AND TECHNOLOGIES

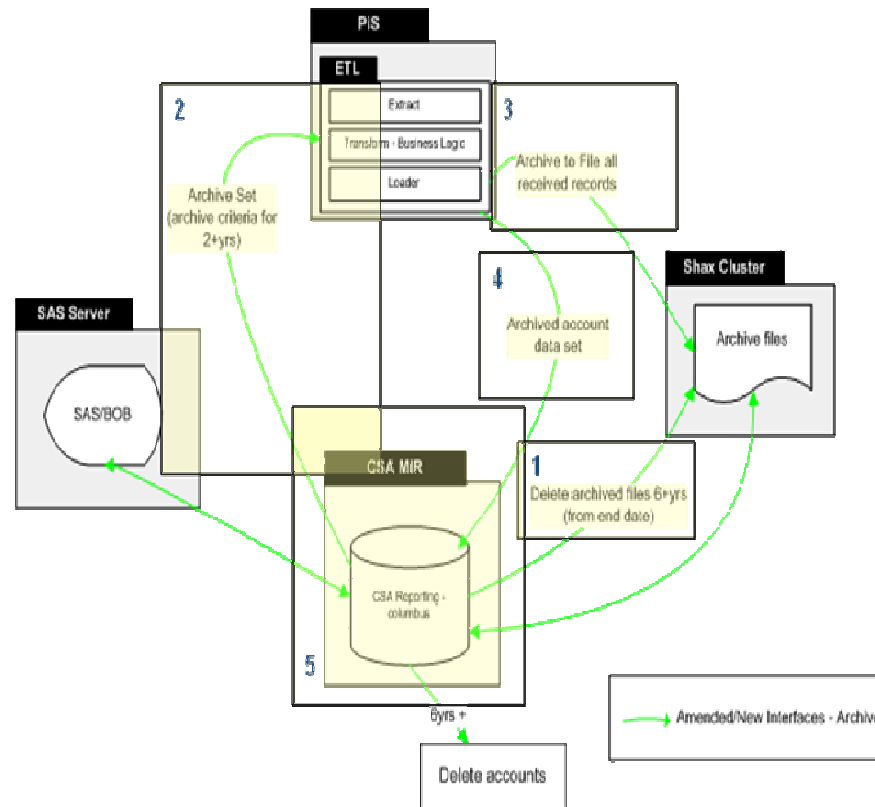
Software: Ab initio, Oracle 9i.

Database Server, UNIX Shell Scripts

Hardware: HP-Unix

High Level Architecture

1. Data meeting delete criteria, deleted
2. Data meeting archive criteria, extracted
3. Archival of processed data to file
4. Return processed cross-reference data
5. Delete successfully processed and archived accounts



METHODOLOGY

The following activities were conducted by the THBS team:

- Interaction with Source systems
- Architectural Analysis
- Detailed Design
- Development and Unit Testing
- Integration Testing
- User Acceptance Testing