Case Study

How a multi-cloud provider shortened time-to-market with a usage data layer

DigitalRoute

Overview

This company is a leading provider of multi-cloud technology services, offering comprehensive management and support services across private, hybrid, and public cloud environments.

Serving customers in over 120 countries including more than half of the Fortune 100 companies, and operating 40 data centers worldwide, the company provides expertise and support throughout their customer's cloud journey, from initial consultation to daily operations, and run partnerships with major cloud providers, including Amazon Web Services, Google Cloud, and Microsoft Azure.

The company is known for its fanatical approach to customer service, which has been a key differentiator since its early days and positions itself as a partner that can help businesses navigate the complexities of multi-cloud environments, optimize their cloud strategies, and drive innovation through technology.

⚡ Cloud Technology

💵 >$2,9B Revenue

👤 >6 000 employees

🌐 120 countries

👤 40 data centers worldwide

Challenge

The company was experiencing problems launching new products and services in a timely manner. Its data usage processing was dispersed among many groups and had over 70 usage data processes.

The company was looking for a commercial solution to provide a common, repeatable, scalable process, capable of handling usage data across the organization.

The solution needed to handle the roll out of new products and potentially replace existing processes in subsequent stages. Also, it had to provide integration using file and real-time interfaces, for data collection and 3rd party system integration.

In addition, the solution should manage and correct erroneous data and enable usage reprocessing to maximize usage revenue. Then it should send processed usage into Oracle BRM for billing and to other downstream systems.

In short:

- Over 70 usage data processes
- Create a repeatable & scalable process for handling usage data across the organization
- Send processed usage into Oracle BRM for billing & other downstream systems
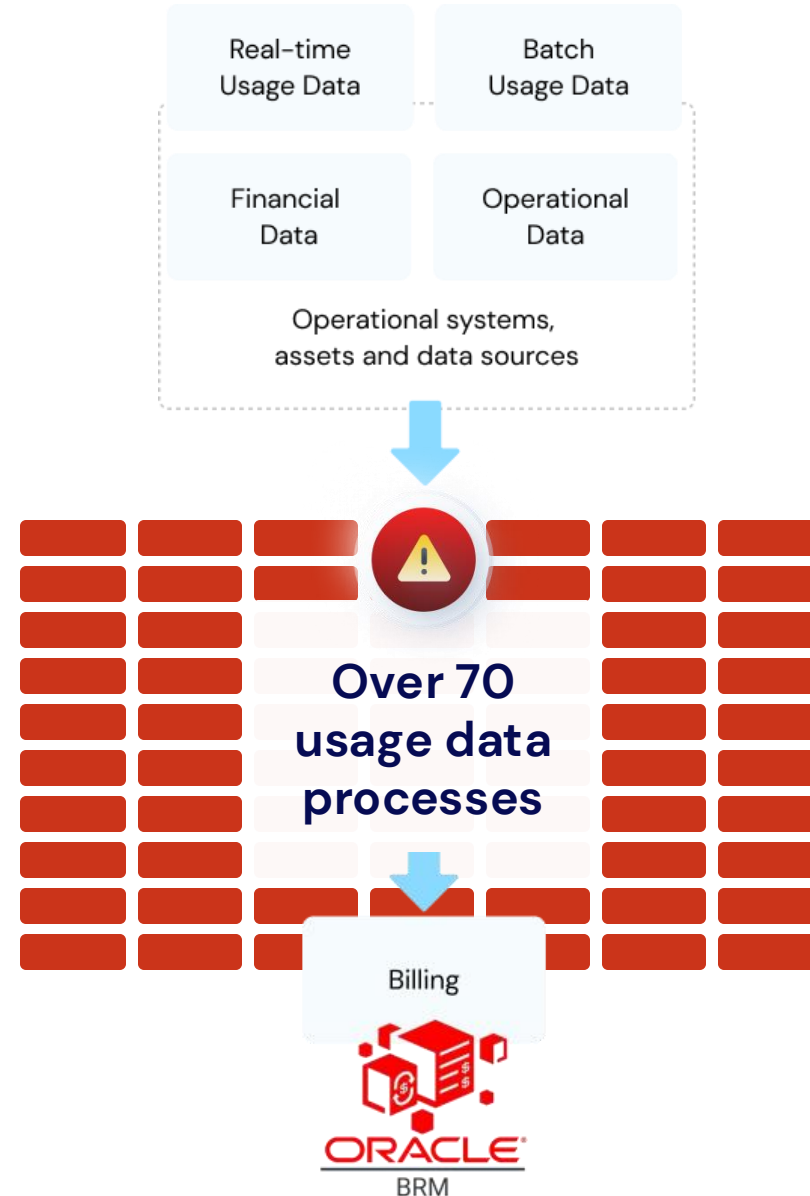
Solution

The scale and complexity of usage data required a purpose-built usage data management solution to support accurate, on-time billing.

By implementing a usage data layer, the company would shorten time to market from months to days. This would be possible through optimizing and scaling new products, supporting usage-based business models, and enabling faster launch of new products.

Additionally, the solution would aim to optimize the company's Oracle products by removing manual efforts. This could include full audit trails to identify erroneous transactions and ensure they are processed.

DigitalRoute will provide the specialized expertise needed to handle complex transaction volumes at scale, ensuring accurate billing and faster product launches with complete peace of mind.
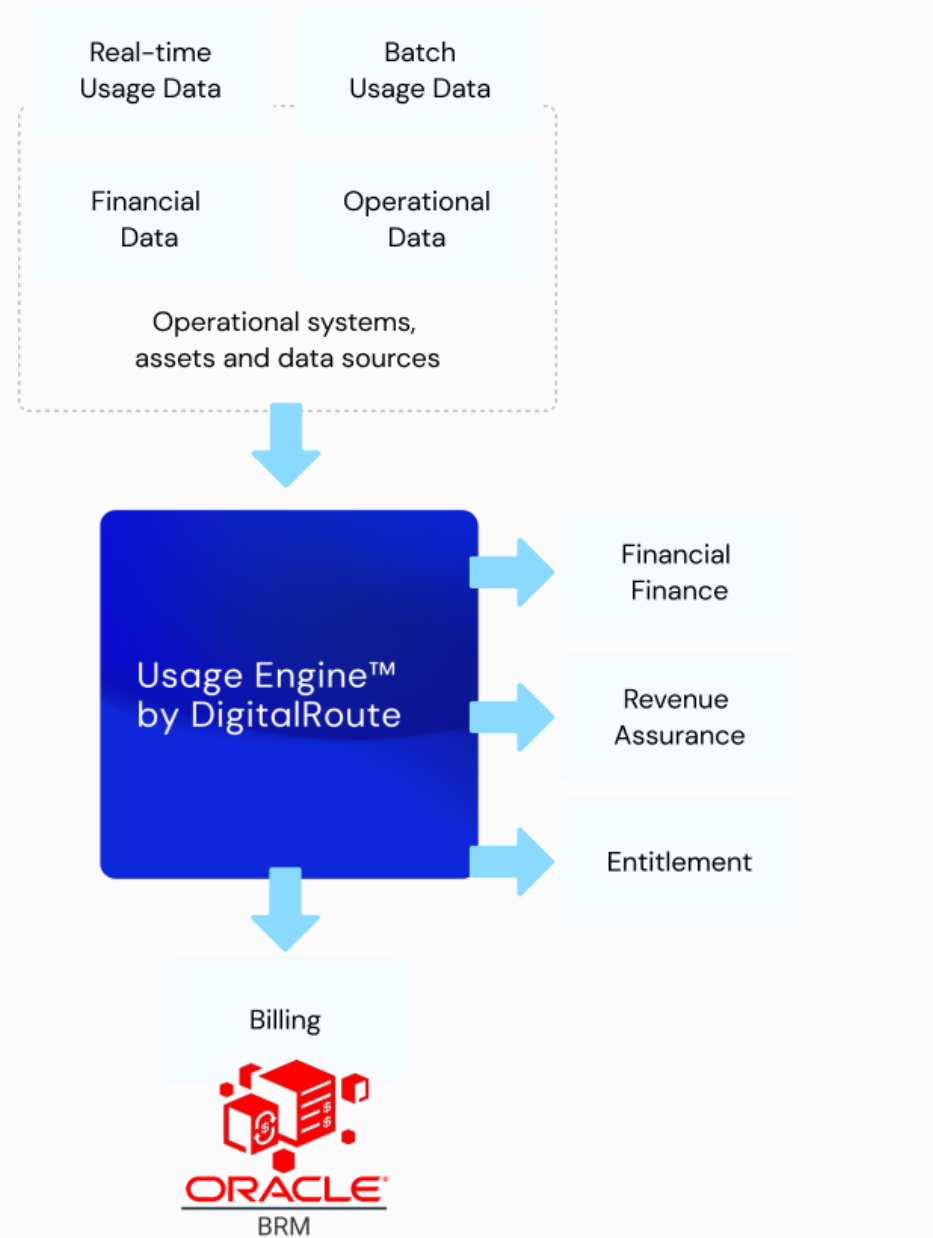
Consolidation of platforms.

Increased revenue due to leakage prevention.

Shortened time-to-market from months to days .

Reduction of manual processes.

Benefits

By shifting to the DigitalRoute Usage Engine, the cloud technology company created a repeatable and scalable process to handle usage data across the organization.

The new solution guarantees no collected event goes untracked from source to destination with zero data loss, helping prevent revenue leakage.

With all usage data running through a single solution, the company can now dramatically decrease time to market for new business models from months to days.

Fully integrated with Oracle BRM, the company can automate sending processed usage into Oracle BRM for billing and other downstream systems as well as having full audit trails to identify erroneous transactions and ensure they are processed.

Take the next step

At DigitalRoute, we process data about how our customers use digital services. Our software is everywhere: from telecommunications, to travel and transport, logistics, streaming services, financial software.

We help more than 400 companies send accurate invoices, improve customer experiences, and control how much of a service is used. Our software even helps companies create entirely new services based on what customers want.

Visit

digitalroute.com