



Rethink automation.

UC4 Stocks Data Warehouse for BT Global Services

The Company

BT Global Services is providing the largest IP-based telephony network in Europe to a major UK government agency. The IP Contact Centre service provided over this network is used by 40,000 agents in approximately 80 contact centers throughout the UK. Advanced computer telephony integration (CTI), contact management software, and Genesys ensure that agents do not need to leave their desktops when handling customer enquiries.

Each contact center needs to meet service objectives, so management at all levels is keen to continually track key performance indicators. BT Global Services faced the challenge of making management information available through a data warehouse. Business Objects would provide business intelligence and management reporting. Data extracted from Genesys, BT Telephony Network and internal systems would be used to populate an Oracle® database.

Alison Moor, Project Manager responsible for service delivery explains, "When we initially selected the UC4 platform, there were a lot of disparate systems scattered across the country that needed to run daily extracts. Each extract consisted of 40-50 dependent jobs and would typically run overnight. With more and more sites wanting access to management information, the situation could have become unmanageable. We needed something to control the extracts."



"Our customers want us to deliver the most current data. With UC4, we're confident that we have the flexibility and control required to support our customers' needs."

Alison Moor, BT Global Services Project Manager

BT Global Services

Business/Industry: Services

Company Headquarters: London, United Kingdom

Presence: Global

Webpage: www.btglobalservices.com

CASE STUDY

UC4 Benefits

- Fewer customer incident reports
- Cost savings in time and manual effort
- Satisfies agreed end-user SLAs

Evaluating the Options

BT Global Services needed help if they were going to effectively manage the 4,000 data warehouse extract jobs they needed to run on a daily basis. An extensive list of high level scheduling requirements was drawn up to assist product selection:

Reporting & Alerting

- Monitor job status & report overruns
- Automatic error handling
- Alert exceptions via SMS, email etc.
- Step-level restart/recovery
- Provide statistical & audit data
- Filter job views in GUI

Scheduling

- Manage interdependencies
- Support parent/child jobs
- Parallel processing
- Concurrent requests
- Multi-server workload balancing

Development

- Parameter handling
- Automated script generator
- Command line interface
- Oracle integration
- Self documenting & on-line help

Operation

- Cross-platform support
- Failover & resilience
- Scalable
- Lights-out environment

CASE STUDY

Automating Data Warehouse Uploads

An initial paper evaluation was undertaken which scored more than 20 products against these requirements. Three products were selected for installation and testing. Certified integration with Oracle, ease of use, look and feel, failover handling and resilience convinced BT Global Services that the UC4 platform would best fit their client needs. The initial requirement was to create separate data warehouses for each of the 80 contact centers, running 30 jobs for each location on a Windows server platform. Using UC4, common template schedules were built--incorporating the necessary dependencies and checks--and shared across the organization. Simple parameter overrides were applied to each template to specify which set of jobs should run, simplifying administration and maintenance.

The UC4 platform automatically reruns jobs that fail because of network, database or server outages. BT Global Services no longer relies upon human operators launching complex scripts to restore data and rerun jobs. UC4 restarts workload from the point of failure, minimizing downtime and reducing the risk that users are not receiving timely information to help them with decision making. "UC4 cuts costs by saving us time and effort.

When jobs fail we don't have to run complex scripts or worry about dragging data around, and we no longer need to back-up to the starting point of a job to unravel the dependencies," observes Ron Wakenshaw, BT Global Services Consultant. "The system is much more reliable and we don't have staff tied up full-time to monitor processing."

Business Challenge

- Provide management with current performance data
- Extract data from Genesys, BT Telephony & internal systems
- Populate repository with Oracle Warehouse Builder
- Control Business Objects reporting & analytics

From Distributed to Centralized

With over 250,000 calls received each day and the need to make 14 months of historic data available, BT Global Services decided to move its centralized Oracle repository on to a Sun Solaris server platform.

The migration of batch workload from Windows to Solaris was seamless with the UC4 platform. Staff continued to use the same tools to administer jobs and check output, avoiding the need for retraining. As end-users reap the benefits of improved information management tools, there is an emerging demand for more frequent data updates. BT Global Services is exploring the use of events and thresholds to drive workload and address this demand with the UC4 platform. This will help shrink a two hour turnaround time to 20 minutes.

"We are under continual pressure to perform," says Moor. "Our customers want us to deliver the most current data. This means we need to increase the amount of daytime workload we run. At the same time, we don't want to impact end-user service. With Applications Manager, we're confident that we have the flexibility and control required to support our customers' needs."

UC4 Solution

- Single point of control for managing and monitoring workload
- Parameter data validated at set-up
- Step-level restart/recovery of failing jobs
- Same scheduler for Windows & UNIX platforms
- High availability and failover