REAL-TIME INSIGHTS
FAST-TRACK RESOLUTION

Incorta empowers business users by connecting data across eight systems of record.

8

DIFFERENT
DATA SOURCES

300%

REDUCTION IN
TROUBLESHOOTING
TIME

"Incorta is the perfect option for businesses seeking excellent results. Unlike other technologies in the market, Incorta actually delivers on its promise. For any large enterprise with large amounts of data, I recommend you try Incorta and discover the results for your own business fast."

Abdullah Alghubain
IT Enablement and Integration Solutions Manager,
Solutions by STC, the ICT arm of STC Group

Giving agents greater visibility to troubleshoot faster.

As the leading internet and communication technology provider for government entities and private sector enterprises in the Kingdom of Saudi Arabia, delivering on customer expectations and maintaining SLAs is essential for solutions by stc's business. To accomplish this, immediate perspective into client-side network nodes is key. With improved analytics and reporting, the company's agents were able to pinpoint and resolve customer issues in minutes instead of hours. Incorta also cut the time it takes solutions by stc to generate reports in half.

With Incorta, solutions by stc can integrate data across eight core systems to give business users faster access to insights. Increasing agent efficiency allowed the company to significantly improve customer satisfaction through faster response and resolution times, immediately reduce operational costs. And by extending Incorta to its sales and ERP systems enables more accurate, up-to-date customer insights to help increase revenue and market share.

Using Incorta, Solutions by STC benefited from:

Accurate insights at agents' fingertips
Incorta brings together data from multiple disparate systems to deliver the most up-to-date and reliable business perspective quickly.

Drastically faster resolution time
Agents can identify the source of client-side node problems in seconds instead of hours, slashing wait times and ticket-to-resolution cycles.

Immediate operational savings
By accelerating processes, from identifying the root cause of problems to generating customer reports, Incorta helped solutions by stc increase productivity and efficiency.

The Challenge
Siloed data and systems lead to poor visibility and performance.

solutions by stc was using multiple data sources to monitor information about client-side network nodes, with each source containing millions of records. Whenever a client called with a problem in their network, agents had to investigate five systems separately to find the source. This process could take hours—and that's before they could begin resolving the issue or respond to the customer with final solutions and actions. As a result, agents were often overrunning KPIs for response and resolution time. In addition, solutions by stc was using the Microsoft SQL Server Reporting Services (SSRS) tool to develop weekly and monthly reports about each client's nodes and network status. But each report took two to three days to complete—making the task near impossible to do while clients were on the line.

The Solution
A platform that accelerates resolution and delivers insights.

The team at solutions by stc chose Incorta because it is the only tool that can read directly from different sources without data modeling and ETL to deliver near real-time analytics. Implementing Incorta allowed solutions by stc to give call center agents a single pane, 360-degree view into all systems in sub-seconds. This drastically reducing resolution time for client-side issues as well as customer churn, while improving key KPIs such as customer satisfaction. The deployment took less than two weeks, with migration from old reports to new ones completed within two months.

The company will be expanding Incorta's footprint to the rest of its functions, including its Oracle ERP and Salesforce CRM systems. With Incorta as its sole data warehouse, solutions by stc expects to improve average revenue per user (ARPU) by gaining better understanding of customers across different products and services, and growing revenue through insight-driven upsells and targeted marketing campaigns. The company also expects to increase customer retention rates by providing a better experience based on individual customer understanding.

THE RESULTS

Accelerated insights.
300% reduction in trouble-shooting time due to accelerated agent access to data across all systems with 360-degree, single pane view.

2X faster reporting thanks to rapid loading of data from multiple sources into a single view.

From 20 minutes to 5 for live dashboard refresh, ensuring more accurate, near real-time data to power better customer support.

Direct positive ROI.
$600k annual savings through immediate reduction of professional services costs.

Faster Time-to-Insights. Delivering the latest data in minutes with rapid, incremental refreshes and eliminating ETL/ELT processes

Increased revenue and market share resulting from upsells, ARPU gains, improved SLAs, cost optimization, and enhanced customer experiences.

ABOUT SOLUTIONS BY STC
solutions by stc is part of the STC Group—one of the largest enterprises in the Middle East region, with over 100,000 employees. Based in the Kingdom of Saudi Arabia, Solutions is the group's internet & communication technology (ITC) arm, which provides government entities and private sector enterprises a wide range of services beyond traditional telco offerings. solutions by stc has more than 1800 employees and serves over 300 clients, including Aramco—Saudi Arabia's multinational petroleum and natural gas company.

ABOUT INCORTA
Incorta is the data analytics company on a mission to help data-driven enterprises be more agile and competitive by resolving their most complex data analytics challenges. Incorta's Direct Data Platform gives enterprises the means to acquire, enrich, analyze and act on their business data with unmatched speed, simplicity and insight. Backed by GV (formerly Google Ventures), Kleiner Perkins, M12 (formerly Microsoft Ventures), Telstra Ventures, and Sorenson Capital, Incorta powers analytics for some of the most valuable brands and organizations in the world. For today's most complex data and analytics challengings, Incorta partners with Fortune 5 to Global 2000 customers such as Broadcom, Vitamix, Equinix, and Credit Suisse. For more information, visit **https://www.incorta.com**