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K2View Fabric: Featured Case Study

K2VIEW » *Data without delay.*



K2View Fabric take's Israel's largest player from zero to Customer 360 to support M&A activity in just 3 months

SOLUTION → Digital Transformation

Fabric integrates data from multiple systems to support Salesforce transformation

INDUSTRY → Communications

CHALLENGE

M&A data integration from multiple complex sources to support cloud-based Salesforce transformation effort.

Challenge:

- Israel's largest quad player operator (3M customers) acquired one of the 3 biggest ISPs
- Customer Data spread over large number of complex legacy systems & sources
- Needed to implement transformation to new CRM Salesforce Cloud application (Vlocity)

SOLUTION

K2View Fabric to integrate, store and expose data as an end-to-end Customer 360 solution.

Solution

- cloud application (Vlocity) and IVR to create an end-to-end Customer 360 solution
- Real-time sync updated products, services, financial & Billing information
- Implemented by customer with minimal support

RESULTS

End-to-end implementation in just 3 months to support Salesforce transformation

Results

- **Speed:** E2E implementation based on multiple complex systems in just 3 months
- **Ease of Implementation:** Simple integration with Salesforce cloud application (Vlocity)
- **Performance:** 400 TPS with real-time sync for ~150 tables running on 3 nodes (6 cores each)



CASE STUDY TECHNICAL OVERVIEW DTCM104

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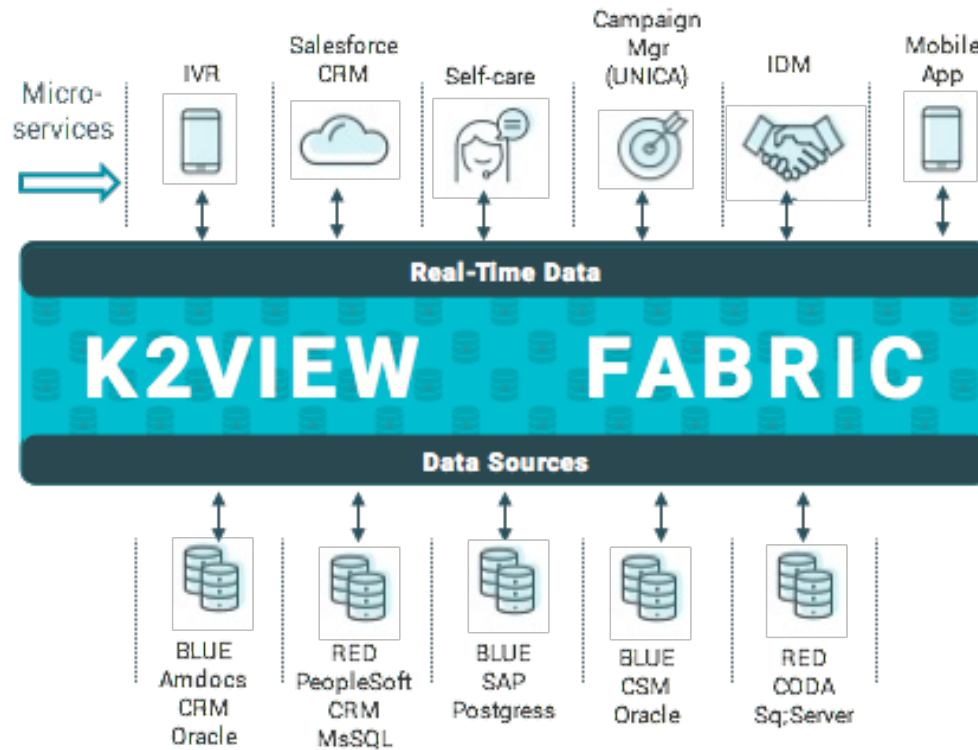
Fabric brings together complex data from multiple source systems to support lightning-quick Salesforce transformation effort.

CONFIGURATION

- 6 business entities
- 1 Cassandra cluster
- 1 data center
- 4 nodes
- 24 cores

SOURCES

- 5 source systems (Phase 1)
- 9 source systems total
- Billing, Account, Product, Case, Network and Business account data



EXPECTED PERFORMANCE >>

- 500 TPS
- Response time <200MS

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