

Post-Launch Audit and Recovery Plan for the Corporate Data Warehouse

Client Large national telecommunications operator
Role Enterprise Architect
Period 2018-03 — 2018-12

CONTEXT

Large national telecommunications operator had launched its unified corporate data warehouse (EKHD) and hit serious operational problems: opaque sources, incorrect processing, SLA breaches, and disorder in the storage zones. The platform investment risked becoming a cost centre. The decision was whether to keep investing and, if so, what to change first — technology, governance, or operating processes.

APPROACH

Linked observed symptoms to an explicit model of sources, flows, storage zones, and ownership rather than chasing technology fixes. Treated data as a lifecycle-managed asset and sequenced a three-phase plan — stabilise, standardise, optimise — that addressed both technical and organisational causes while preserving continuity for live business users.

OUTCOME

Recovered a struggling corporate data warehouse for Large national telecommunications operator — cutting storage 15% and report-preparation time 4–5× — by diagnosing organisational root causes and a phased remediation plan, restoring it as a reliable foundation for management decisions.

- Storage reduced 15% through partitioning optimisation, de-duplication, and archive cleanup.
- Report-preparation time cut 4–5× through corrected aggregated data marts and fixed transformations.
- Platform restored as a reliable foundation for management decisions, powering downstream data-monetisation and data-lab platforms.

KEY RESULT

Cut storage 15% and report-preparation time 4–5× by diagnosing the warehouse's organisational root causes and sequencing a phased recovery around named data owners and lifecycle rules.