



CASE STUDY

CDRlive: Ensuring Seamless Tax Compliance for Vodacom Tanzania

Revolutionising the way businesses handle high-volume data and overcome compliance challenges effortlessly.

Vodacom Tanzania is a Mobile Network Operator (MNO) that Adapt IT Telecoms has worked with over the last 15 years.

Recently the Vodacom Tanzania team highlighted the challenges they faced with providing the Tanzania Revenue Authority (TRA) with accurate and up-to-date tax data to ensure compliance.

The Adapt IT Telecoms team assisted Vodacom with the implementation of its CDRlive Technology to mitigate these challenges, and the results have been hugely successful to date.

CLIENT OVERVIEW

Vodacom Tanzania Public Limited Company is Tanzania's leading mobile operator and mobile financial services provider, with the fastest nationwide data network and the largest mobile money network in the country.

As Tanzania's leading communications company, with over 12.6 million customers, they provide a wide range of services for consumers and enterprises, including voice, data, messaging, financial services and enterprise solutions.



CHALLENGE

As the leading MNO in Tanzania, Vodacom is required to have a Tax Monitoring System (TMS) in place to ensure compliance with the Tanzania Revenue Authority's tax regulations. This system is used to provide this regulatory body with up-to-date usage and billing data for tax purposes.

The Tax Monitoring System legacy system Vodacom was using could no longer keep up with the sheer volume of data being produced. This led to several challenges that heavily impacted the business in terms of cost and compliance with the Tanzania Revenue Authority. These challenges included the following:



Excessive Downtime

With the volumes of data continuing to increase, the legacy Tax Monitoring System consistently had failures, leading to system downtime.



Added Expenditure

With increased downtime came the need for Vodacom Tanzania's team to continuously and manually monitor the system and data. The costs of which heavily impacted the business.



Lack of Data Accuracy

These system failures often resulted in a loss of mediated data which meant that data needed to be continuously reindexed. This usually meant that there was a lack of data accuracy and stability.



The Need for Support

The Vodacom team required a lot of added support in managing the system and accessing the data and analytics. This resulted in a significant amount of time wasted and costs incurred.

SOLUTION APPROACH

For more than 20 years, CDRlive has been an innovative and customisable solution developed by Adapt IT Telecoms to assist MNOs in ensuring optimal performance across the business.

This solution was customised by the Adapt IT Telecoms team to specifically create an effective tax monitoring system that would provide the data needed for tax compliance by the Tanzania Revenue Authority.

The implementation began with the ETL (Extract, Transform, Load) process, a data integration tool that gathers data from multiple data sources to be consolidated. The ETL software was used to inject Vodacom's mediated data during this process.

The data was then loaded through CDRlive into a data warehouse. While in the data warehouse, the data is indexed, partitioned and structured for performance. It must be noted that the previous legacy system did not have a data warehouse which made accessing data incredibly difficult.

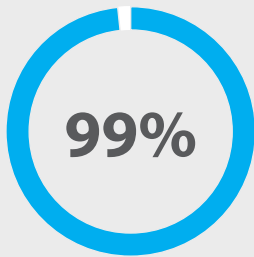
The Adapt IT Telecoms team then implemented over 40 transactional and aggregated Application Program Interfaces (APIs), allowing Vodacom to access specific data sets and analytics in record time. For example, when the Vodacom team puts a data request into the system, they will receive 30 000 records in under four seconds.

The Vodacom team can submit their data requests on an easy-to-use platform which has several data security measures to prevent unauthorised access. This ensures data security and safety and makes sure that the data is only accessible by those that have authorisation.

The CDRlive solution has made retrieving the necessary information for tax regulatory compliance much more manageable.

RESULTS

Since implementing CDRlive, Vodacom Tanzania has seen several positive business outcomes derive from this solution. These benefits include:



Uptime
of the system



Accuracy
of the data

- ✓ 5 to 10 years of data retention as opposed to 60 days previously.
- ✓ Full data governance and traceability with the ability to go into the data warehouse and investigate data.
- ✓ Complete and full visibility of the process through reporting.
- ✓ Enhanced flexibility and easy-to-use platform.
- ✓ Savings on costs, resources and time as the team can focus on other essential tasks.
- ✓ Enhanced revenue assurance.
- ✓ Possibility to further expand the solution, allowing for the ingestion and aggregation of additional data streams.

This solution has assisted Vodacom Tanzania in mitigating several challenges regarding regulatory compliance, data accuracy, and optimal performance resulting in time and resource savings.

TESTIMONIAL

“ Since the implementation of CDRlive, we have seen a significant improvement in terms of performance. The previous system was underperforming and prone to errors, resulting in data integrity issues.

CDRlive has rectified this by enhancing stability and data integrity. This has helped us ensure that the Tanzania Regulatory Authority receives complete and accurate data and that we, as Vodacom, can fully comply with all the necessary regulations.

Throughout this process, we received great reliable support from the Adapt IT Telecoms team. We are continuously impressed with the level of commitment, experience and technical expertise.

Yusuph Mahamud
Head of Information
Systems & Billing at
Vodacom Tanzania



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