# Customer Testimony

cmspi

# Customer Testimony: CMSPI

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## Summary

Our business, CMSPI, required an innovative, sustainable and flexible data analytics platform solution to manage the demand of our ever-growing data-centric products. We engaged with Elastacloud to make it happen.

## Tell us a bit about CMSPI

CMSPI is an independent, global payments consultancy that advises merchants on how to improve their payments arrangements, reduce costs, and implement innovative solutions.

The payments industry continues to experience significant change as payment methods become ever-more innovative – and CMSPI is at the forefront of supporting merchants to keep pace with those changes.

## What challenges have you faced?

As CMSPI goes from strength to strength developing new products, the demand to harness high volume/velocity data parsing/storage and analytics is becoming more apparent.

Many of our commercial products need reliable data readily available grouped by day to give merchants and the industry an accurate and insightful picture of their payments arrangements.

The data we receive can vary in format (CSV, Excel, XML) and source, such as FTP or API. Thus, we needed a solution that was flexible, whilst also able to automate the process of collecting, pre-processing and finally ingesting the data, ready for analysis.

## What were your requirements?

We required implementation of an analytical platform that could address our need for daily analytics. The platform we scoped out used Azure, utilising Databricks, Azure SQL and Analysis Services. This would allow for data to be transformed, enhanced, analysed, and modelled into a shape which ultimately can be consumed by an end-user in Power BI. Throughout the transformation processes, additional analytics and measures may be applied, taking the data from its initial, low value input, to the final high value input.

## What were your next steps?

To meet our requirements, we needed to upgrade our Azure suite. We have worked with Elastacloud over the past couple of years, and every project we have conducted with them has been brilliant. It was a simple decision to partner up again.

## How did the development go?

Excellently, as usual. The project took 10 weeks to complete, having daily stand-ups as well as retrospectives at the end of each sprint, which ensured project objectives were fulfilled. All development was documented well, so any new member of the team would have a resource to guide them through our analytical infrastructure and processes.

The Elastacloud team also provided advice on how to further develop our analysis following completion of the project.

## What were the outcomes for your business?

Following implementation of the analytical platform, we automated the process of collecting data through FTP and API for several of our suppliers. We further engineered supplier specific data models, leading to global models that combine multiple suppliers, allowing us to analyse across suppliers to a more granular level than ever before. This has had a dramatic effect upon our business. Not only has the efficiency of some of our core products been improved, but the foundations have been laid for developing our latest innovative ideas. Certainly, one of the most exciting times for us here at CMSPI!

## Have any questions? Want to learn more?

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