



COSMOTE

In Memory Data Grid



GROUP OF COMPANIES



CUSTOMER BASE – 2018



FIXED ACCESS LINE
CONNECTIONS
2,650,995



FIXED BROADBAND ACTIVE
RETAIL SUBSCRIBERS
1,896,336



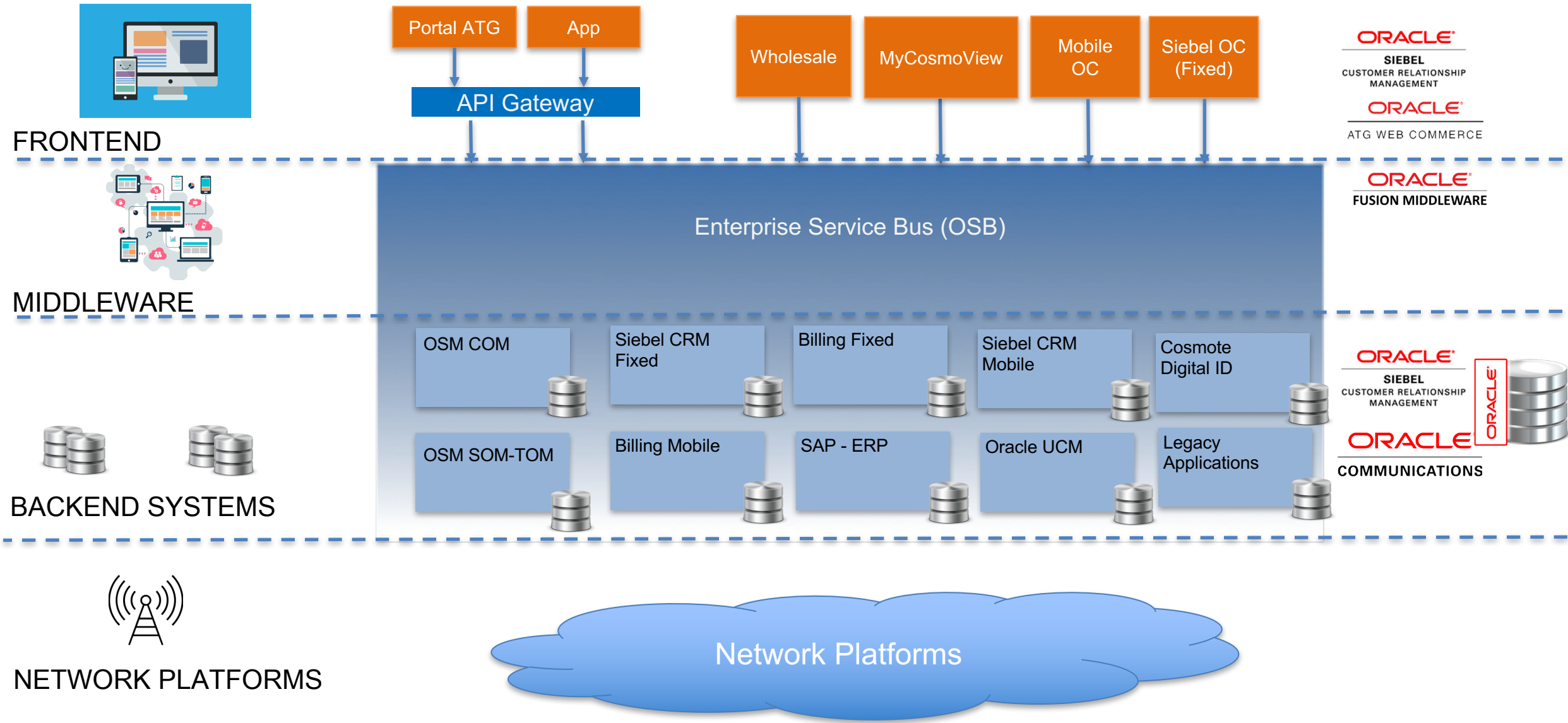
COSMOTE TV
SUBSCRIBERS
541,907



MOBILE COMMUNICATIONS
SUBSCRIBERS / GREECE
7.9 mn

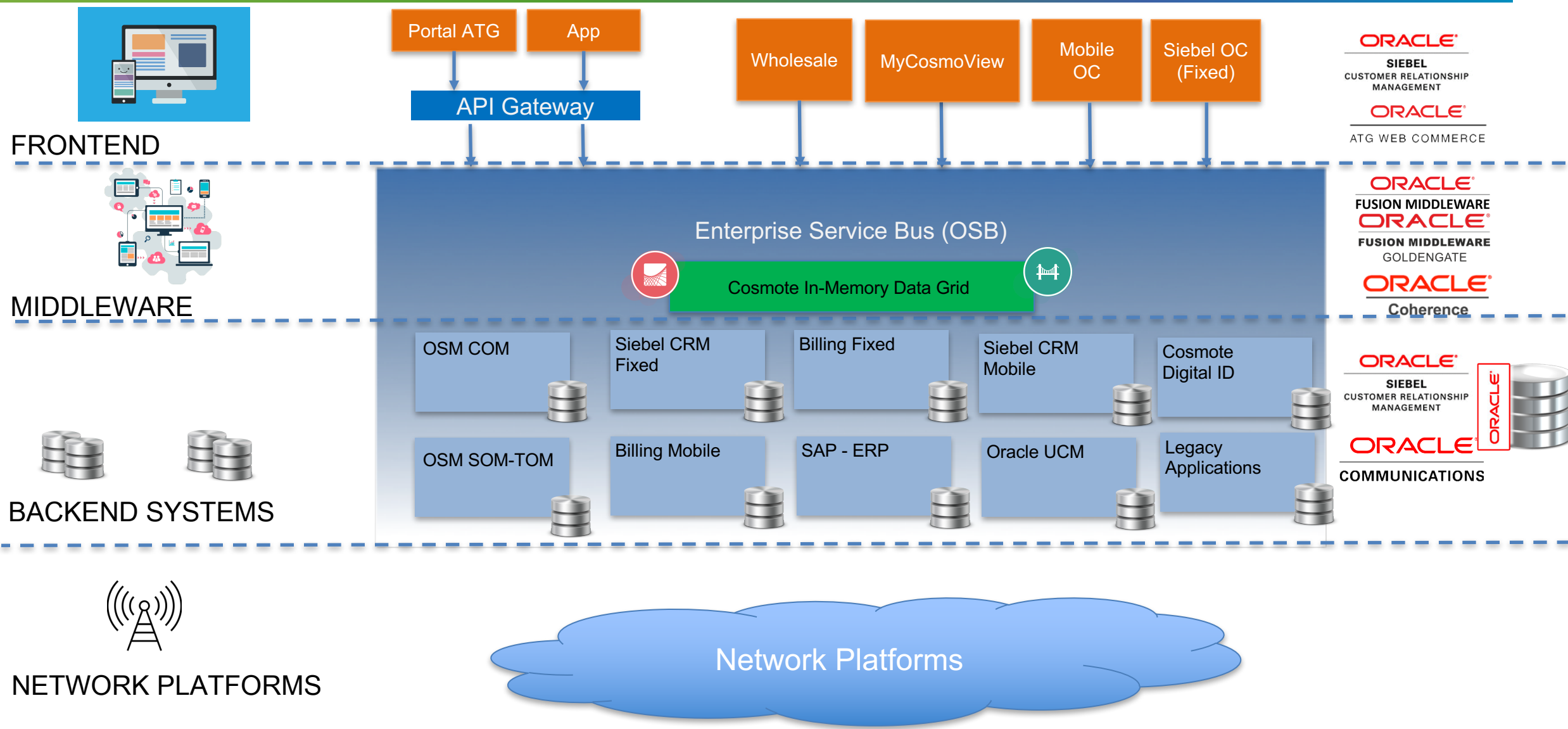


IT Architecture - Before



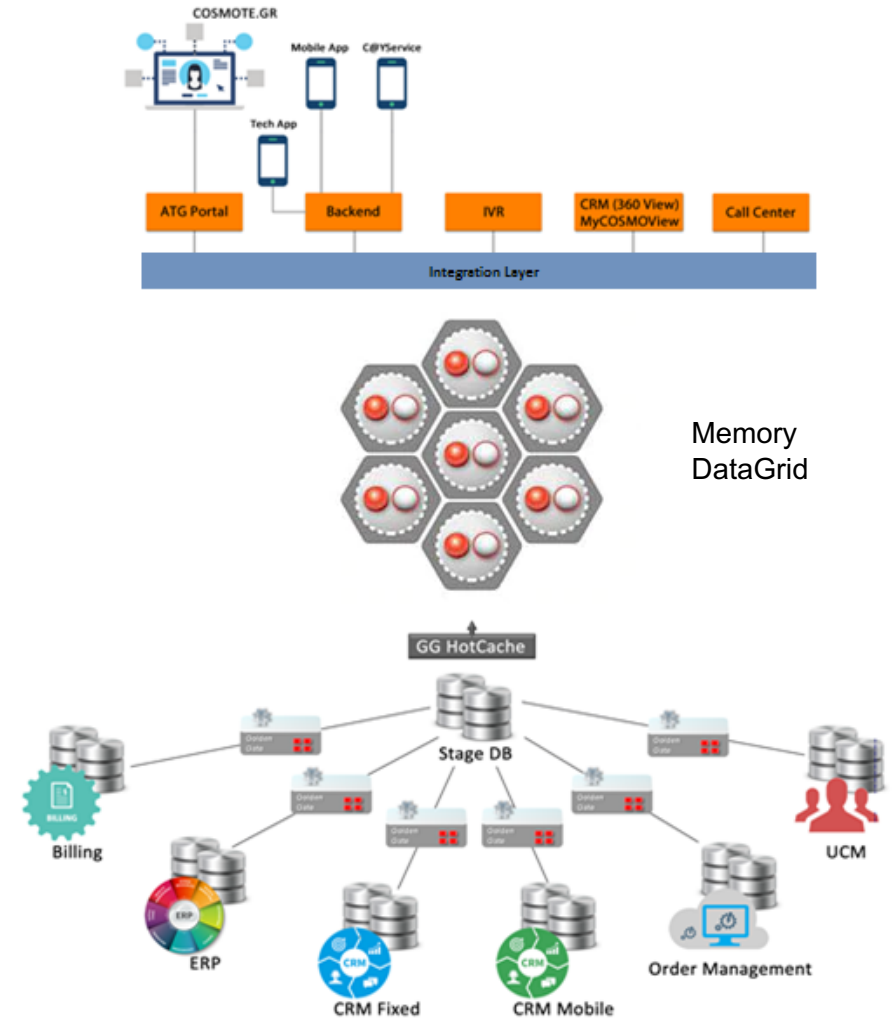


IT Architecture - Today



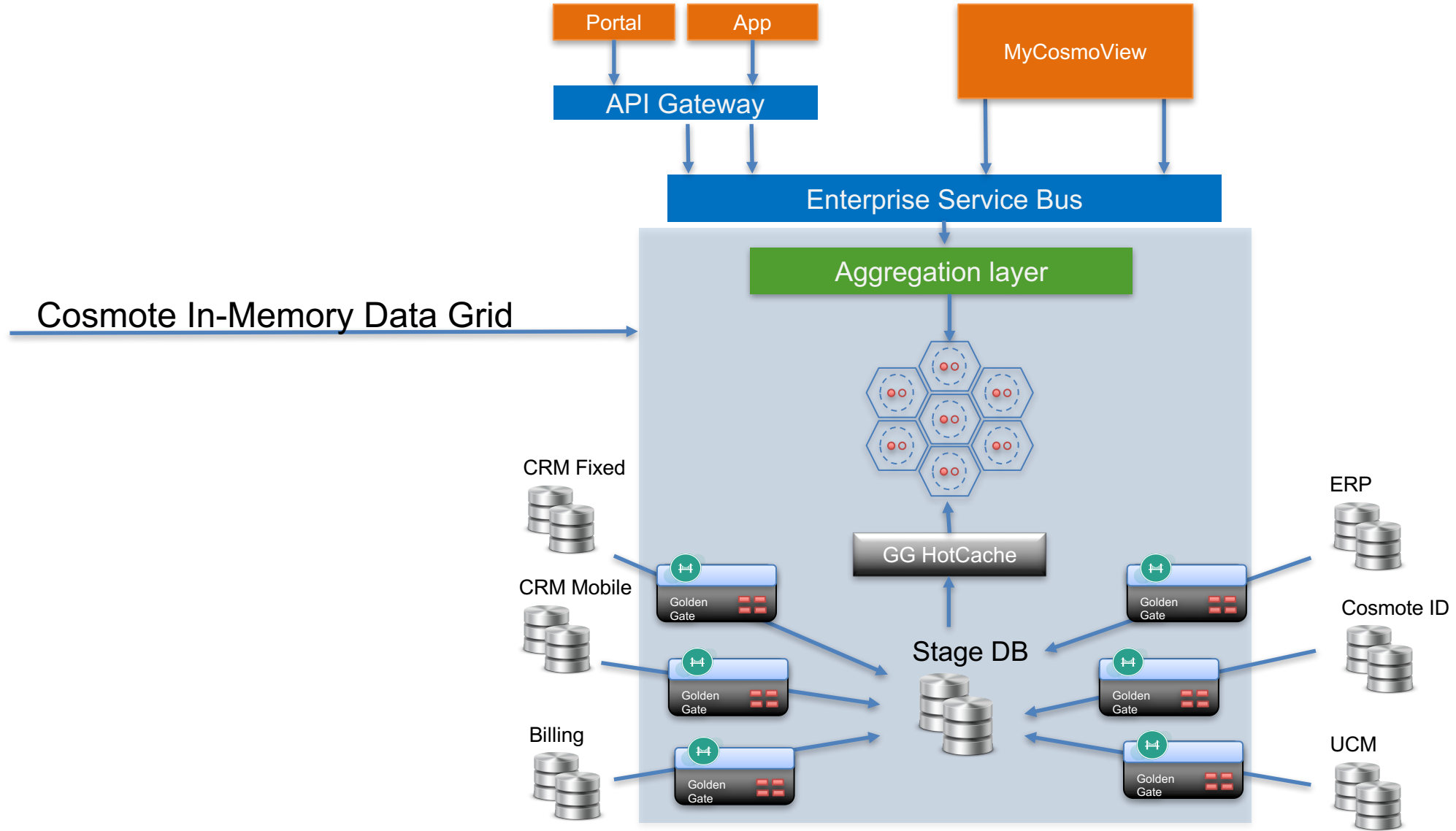
COSMOTE in Memory Data Grid

- Intermediate layer of Customer Systems (OneApp, Portals, MyCosmoView etc.)
- Unified Information System providing Customer Data (fixed and mobile)
- Hiding the complexity and overcoming the limitations of a traditional architecture



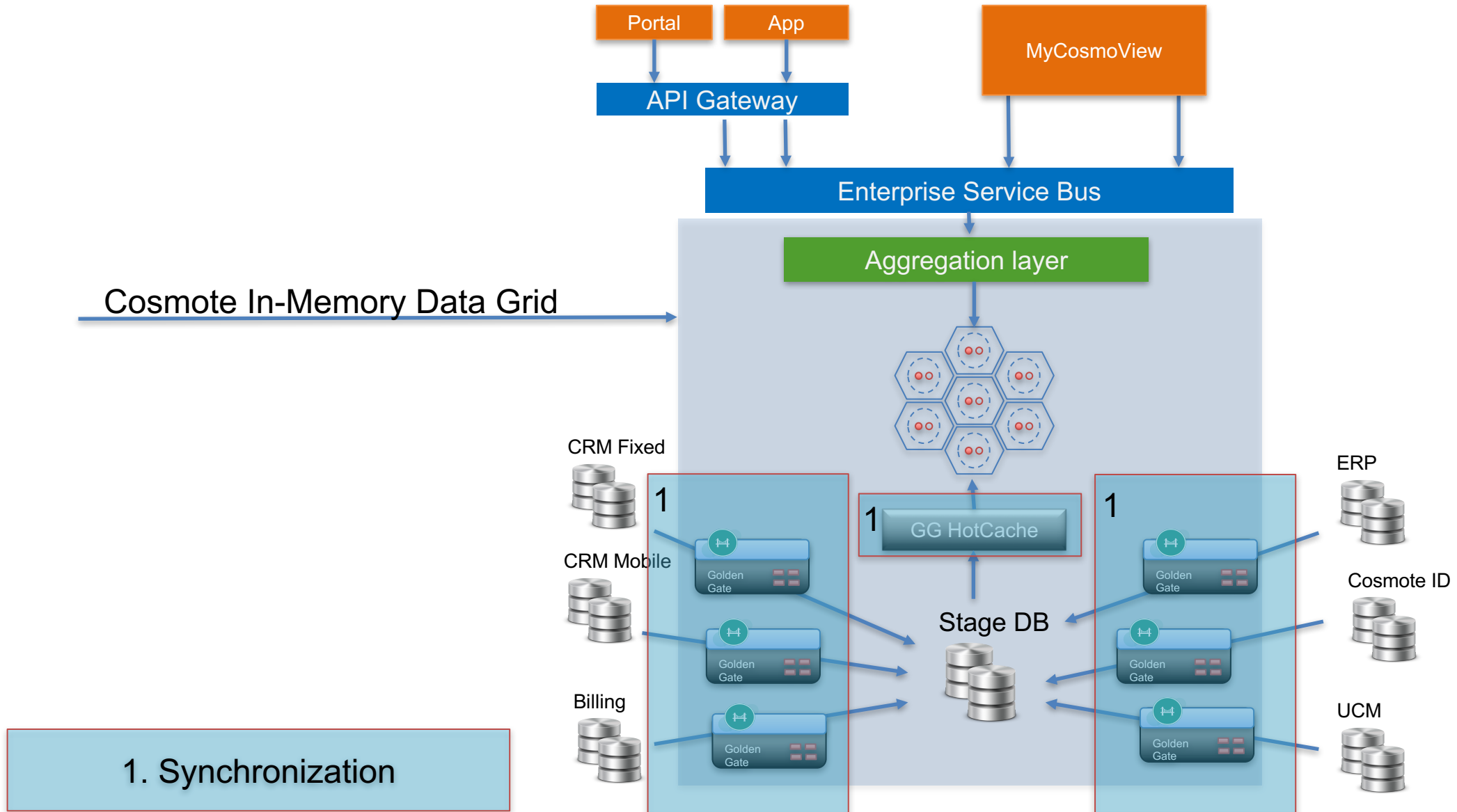


CIMDG Architecture



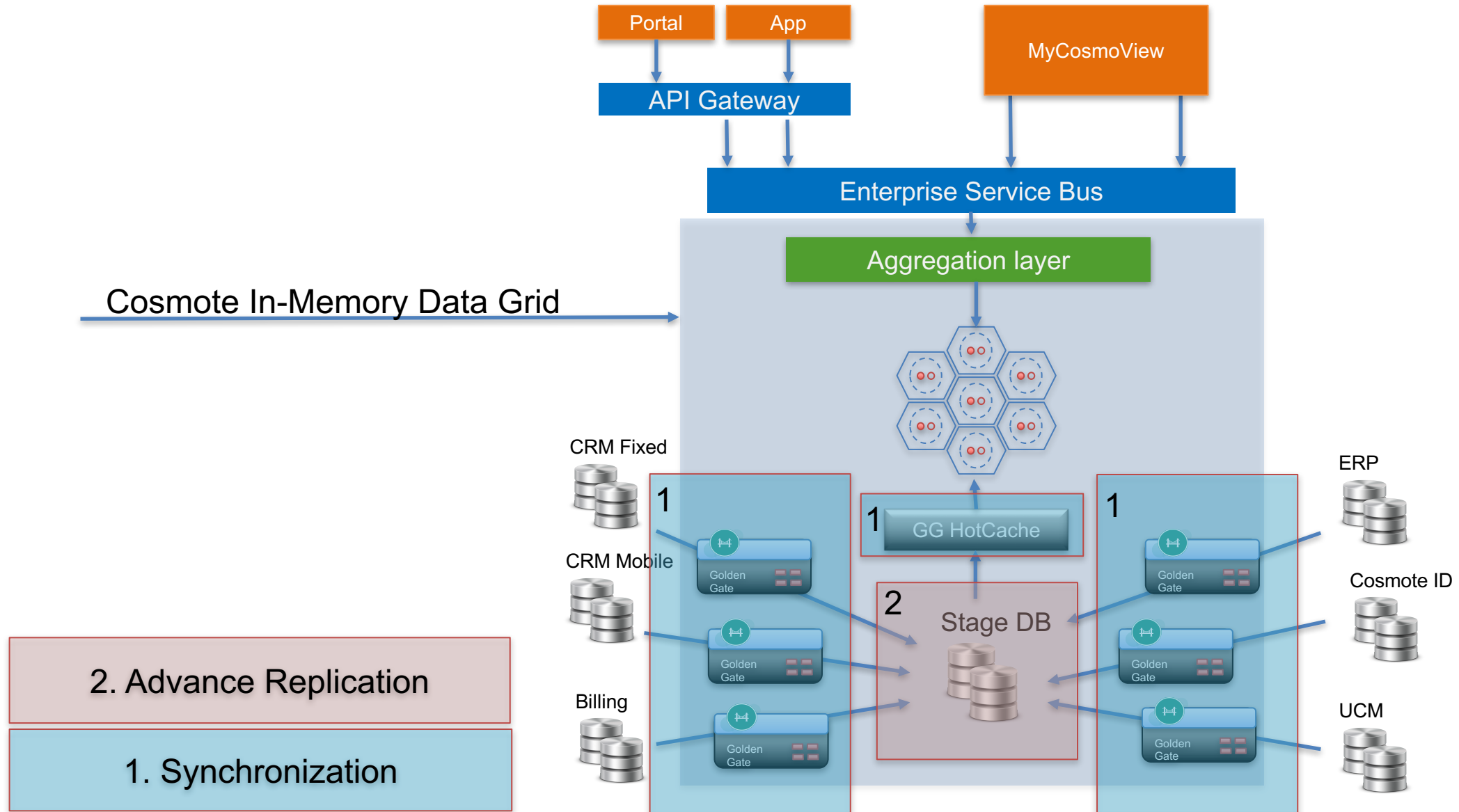


CIMDG Architecture



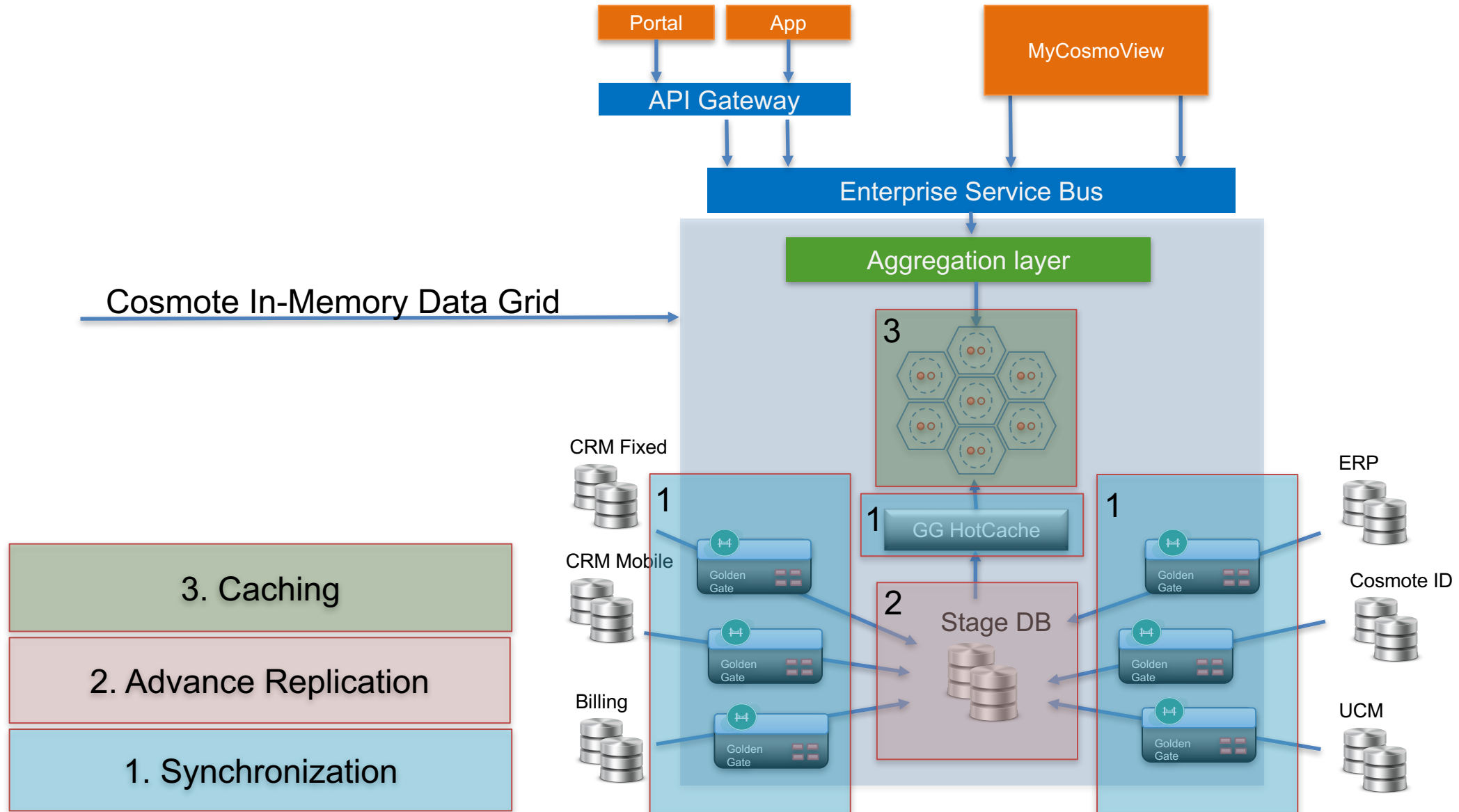


CIMDG Architecture



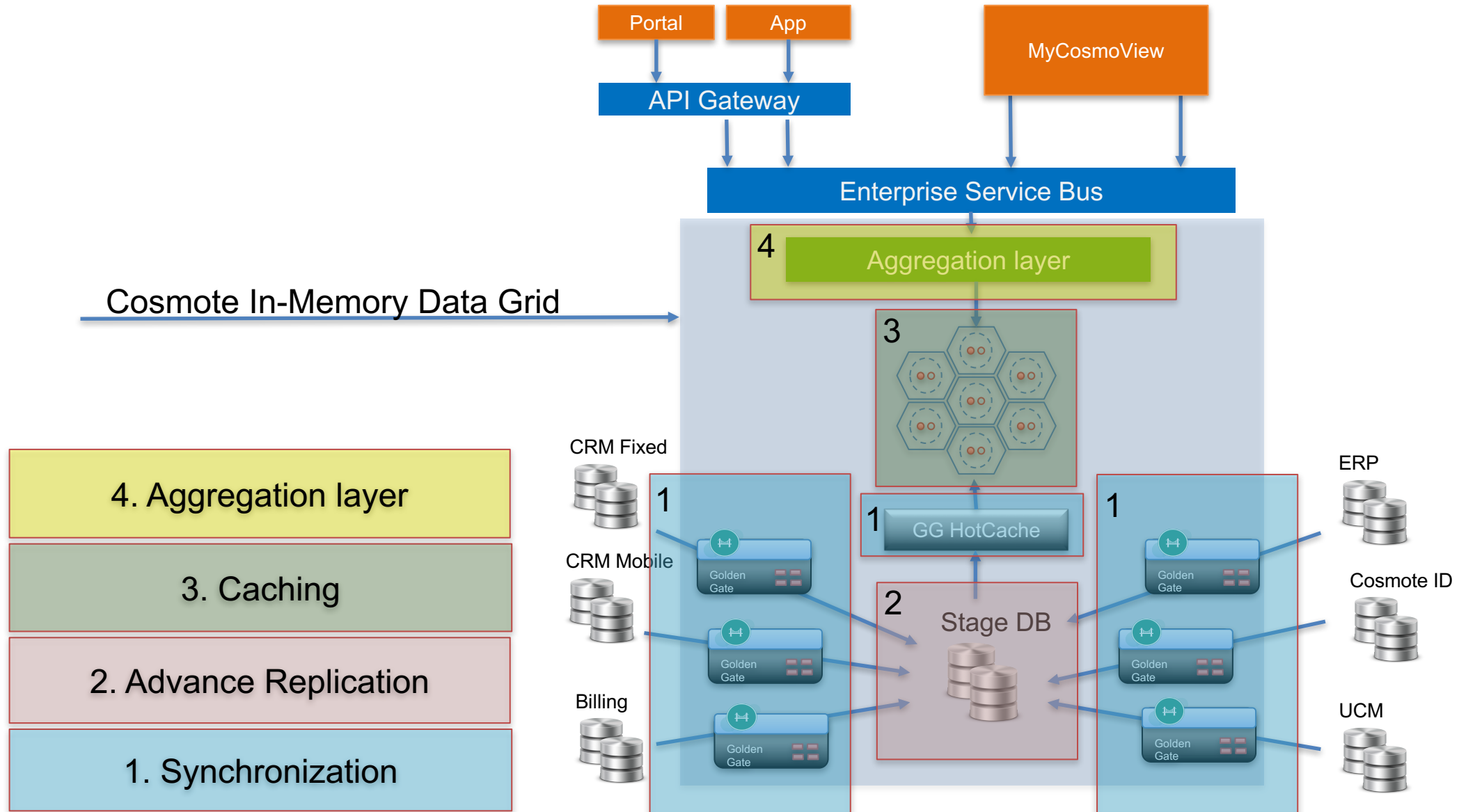


CIMDG Architecture





CIMDG Architecture



The Principles

- **Always on, always available** for all Digital Channels and main agents applications
- Increased **Performance** and **Throughput for best CX** in a world that customer does not want to wait in his interaction with COSMOTE
- **Future proof** solution, build something that will be here also in the next years in an Digital and IT world which is continuously changing
- Support all the **important business digital vision** without reaching a dead-end with COSMOTE IT Infrastructure





IT Benefits

- Faster response time
- Bigger throughput
- High performance
- High availability

Business Benefits

- Easy to scale allowing the support of increased number of new users and new functionalities
- Digitalization of processes – minimizing customer calls and physical presence at COSMOTE's shops
- Zero downtime for Customer Systems



Financial Benefits

- Hardware Infrastructure
- Operational support
- Licenses of third party vendors





- A total of **70** Services online
- More than **200** replicated tables
- More than **0.5TB** of Cached Data



- ~Complete Customer View: Customer Info, Assets, Tickets, Offers, Orders, Interactions
- 10 Source Systems : CRM Fixed, CRM Mobile, UCM, ePOS, Geneva, IRM, UIM , ERP SAP, BSCS, Promitheas

85%

...of sync calls are routed to COSMOTE in Memory Data Grid



~20M Service Calls / day
~17ms response on Aggregation layer

“COSMOTE In Memory Data Grid has become an indispensable part of our architecture

Thank you!