

# RPM Telco Data Warehouse

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Effective: March 8, 2023  
Updated: June 20, 2023  
Reviewed:  
Version: 1.1

## Introduction

This document introduces the RPM Telco Data Warehouse.

## The RPM Telco Data Warehouse

The RPM Telco Data Warehouse (“DW”) provides direct, read-only access to your RPM commission data via Amazon Redshift, a PostgreSQL v 8.0.2-based database.

Amazon Redshift technology was chosen because it can handle large amounts of data at high speeds, allows for fast delivery of SQL queries, offers data encryption at rest and in transit, has an [API](#), and is integrated with RPM’s AWS infrastructure.

The DW can be used for integration or reporting purposes.

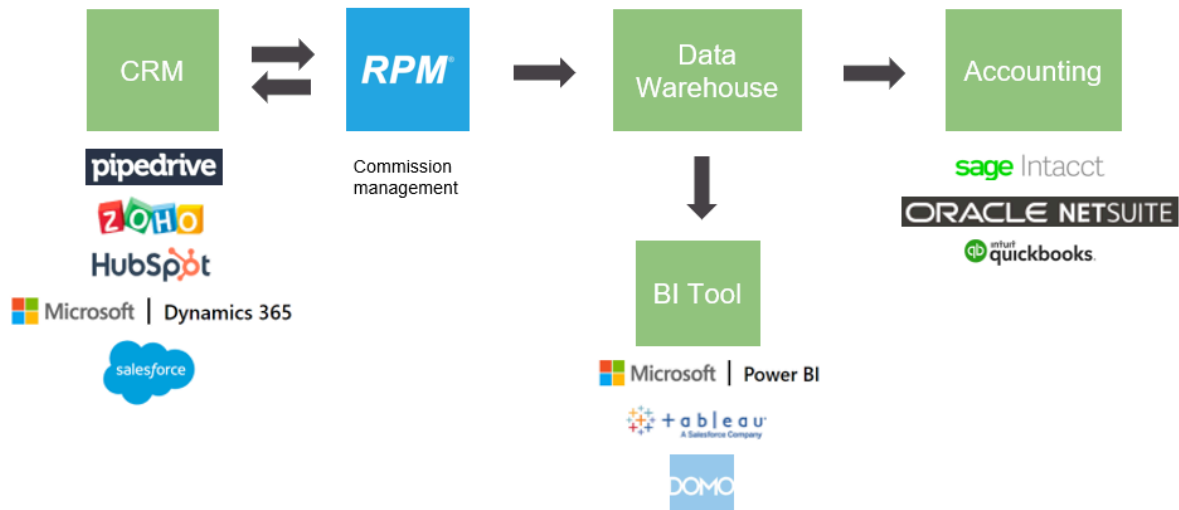
### *Integration*

Integrate your commission data with Salesforce and display aggregated net billed or gross commission on a per-agency basis.

### *Reporting*

Connect Microsoft Power BI, Tableau, or Qlik to provide your organization with business intelligence using dashboards with charts displaying data such as all-time net billed by supplier, gross commission by agency, or net billed by product.

The DW is an integral part of the agency tech stack shown below. Use it to transfer or access large amounts of data that other systems may need for enhanced reporting.



## Data Warehouse Use Cases

The DW is for you if your organization wants:

- to integrate your commission data with another system
- access commission information from all of your runs at once
- to reconcile bookings
- aggregate comm items, adjustments, and referrals into one report
- create custom reports for your Agents/Partners

## Is Your Organization a Fit for the Data Warehouse?

In order to use the DW you will need an internal resource that is familiar with SQL databases, SQL queries, experience connecting data sources to other software applications, and knowledge about the different software applications you plan to connect to the DW.

## Setting Support Services Expectations

The Support Services for the DW are as follows:

- No Support Services for Data Warehouse connection issues (Data Warehouse >> 3rd Party Tool).
- RPM will use commercially reasonable efforts to ensure that any RPM functionality regarding the Data Warehouse user interface in RPM is operational and that Subscriber Data is synchronized to the Data Warehouse.
- RPM will not provide Support Services for any third-party tools.
- Upon request, RPM will check that the correct Subscriber Data is available in the Data Warehouse and that it matches the Subscriber Data indicated to be synced in the user interface.
- Support Services are provided through email to the Support Service contact set forth in the Order with a reasonable description of the error or defect.

The utility and possibilities the DW enables are up to the individual subscriber and the third-party applications they utilize. As such, RPM's support for the DW is limited. We will assist you with the initial connection to the DW if required. And, we may provide some initial guidance depending on if we are familiar with your use case. But, please note, we can't be familiar with every use case or application you connect to the DW and can not provide support for third-party applications.

## Data Warehouse Knowledge Base

The Data Warehouse Knowledge Base provides information on how to connect to your Data Warehouse. View it [here](#).

## Data Warehouse Product Options

- Increased frequency of sync
  - The DW syncs every night, so on any day your data is one day old
  - There is the possibility to sync the data more than once per day, but keep in mind there is a fee for data transfer and the DW will be locked for use during data sync

## Cautions

- There are no user permissions, every user for the DW has access to your entire database. You've been warned.

## Business Model

Data Warehouse pricing is as follows:

- \$1,000/month subscription fee;
- \$25/user/month user fee;
- \$17.50/GB data transfer fee.