



IZO™ CLOUD ANALYTICS PLATFORM

TECHNICAL FREQUENTLY ASKED QUESTIONS



TECHNICAL FAQ'S

1) What is Big Data Analytics?

Big data refers to large datasets. It's characterised by three Vs – **Volume, Velocity** and **Variety**. The term has gained popularity with increasing usage of the internet, the emergence of e-commerce and growth of social media platforms.

Volume refers to the large size of big data. Velocity is the rate at which this large data volume is generated (in real time e.g. in seconds, or historical data). Variety is the different types of data that are generated by different data sources – it can be structured (like an application form filled for college admission) or unstructured (like a .jpeg image file).

Analytics refers to the strategy of analysing huge datasets to uncover insights such as correlations, trends and customer preferences. Big Data Analytics, therefore, is an ecosystem for collecting, processing, storing and analysing large datasets to discover useful information for the business.

2) What is Tata Communications' IZO™ Cloud Analytics Platform?

IZO™ Cloud Analytics Platform is a managed big data-as-a-service offering delivered via the cloud – it's hosted, reliable and scalable, and built using the industry renowned Hadoop distribution framework.

This service is offered across the globe and is available to customers in two service variants: Managed Big Data Service over Dedicated Private Cloud, and Managed Big Data Service over Virtual Private Cloud.

Through IZO™ Cloud Analytics Platform, Tata Communications takes care of customers' big data infrastructure end to end alongside providing data management services and data science solution with support from its partners.

3) What is the difference between each service variant?

Managed Big Data Service over Dedicated Private Cloud (DPC): In DPC set up, the physical resources are dedicated to a single organisation. Tata Communications as a managed service provider will build, install and configure the infrastructure as per the customer's required specifications.

Managed Big Data Service over Virtual Private Cloud (VPC): VPCs are multi-tenant, but each tenant has their own customised landscape - with greater isolation, easy scalability and additional support.

4) What are the benefits of hosting big data in IZO™ Cloud Analytics Platform?

With IZO™ Cloud Analytics Platform, customers can focus on their main business challenges - leaving their big data infrastructure needs under Tata Communications' supervision and management.

The benefits of hosting big data with IZO™ Cloud Analytics Platform include:

- Access to an enterprise-class Hadoop platform
- Options for Shared or Dedicated infrastructure
- Complete data security
- Robust SLAs 24/7/365
- End to end management of the infrastructure
- Support for leading tools and software for data ingestion, processing and analytics
- Support for data analytics and machine learning

5) Where is the service currently available?

Virtual Private Cloud is available in:

- India (Mumbai)
- UK (Highbridge)
- Singapore TCX

Dedicated Private Cloud is available in:

- India
- Singapore
- UK
- USA

6) What industries are served by IZO™ Cloud Analytics Platform?

The service is suitable for hosting data across all industry verticals: Retail, BFSI, Manufacturing, Supply Chain, Healthcare, Pharmaceutical, Media, Transport & Logistics and also new sector startups.

7) What services are offered with IZO™ Cloud Analytics Platform?

Tata Communications specialises at the below set of services for its big data platform:

- Managed enterprise Hadoop infrastructure planning, installation, configuration and management
- Data lifecycle management
- Managed analytics and visualisation
- Professional support across architectural design, ETL consulting, analytics and data science services

8) What are the platform features of IZO™ Cloud Analytics Platform?

IZO™ Cloud Analytics Platform have the below features:

- IZO™ Cloud Analytics Platform is built on top of industry leading Hadoop distribution framework ensuring reliability, scalability, security and high performance
- Platform supports big data operations through distributed and parallel computing along with other leading cluster computing framework
- Platform provides fault tolerance through native replication
- Platform is capable of scaling out by adding more tracks
- Platform is optimised for multiple data types like tables, graphs, documents, multimedia, stream etc.

9) What are Tata Communications' analytical capabilities?

Tata Communications help customers in their big data strategy through five defined data analysis steps:

- Acquiring
- Preparing
- Analysing
- Reporting
- Acting

This is achieved through a robust infrastructure that supports all major tools and software. In collaboration with our partners, we provide analytics and data science consulting to our customers in the latest technologies - including machine learning, neural networks and predictive modelling.

10) How can a customer configure big data clusters in IZO™ Cloud Analytics Platform?

This is managed end to end by Tata Communications from architecting to configuring, installing and managing. The duration for spinning up a big data platform ranges from just a few minutes to few hours depending on data size.

Once the platform is set up, to ensure transparency, we provide environment access to customers so that they too can monitor their platform.

11) What is the default cluster size?

Tata Communications is capable of supporting big data of vastly different scales and sizes. The minimum cluster size can be as small as only five nodes.

12) Can customers dynamically scale in and scale out the big data cluster?

At present we support customer’s requirement for scaling-in and scaling-out manually.

13) How does Tata Communications provide high availability for big data nodes?

To ensure high availability, by default a replication factor of THREE is maintained for the data.

14) Does Tata Communications provide disaster recovery for its big data solution?

Yes, IZO™ Cloud Analytics Platform has options for both single DC Solution and DR Solution.

15) Does Tata Communications have a backup solution for IZO™ Cloud Analytics Platform?

Yes, we do provide solution for backup and archival of customer’s data.

16) How does Tata Communications manage a change request?

We have a defined process for change management, and we follow the ITIL guidelines.

EMERGENCY: We carry out emergency changes where there will be an impact for the customer or if the customer requests changes on a priority basis.

PLANNED: Planned maintenance means any routine or scheduled maintenance performed on Tata Communications’ services, hardware, software or other component. This type of change is necessary to prevent faults in the operation of the service.

17) How does billing work?

For IZO™ Cloud Analytics Platform’s infrastructure component (consisting of VMs, Hadoop licenses, management charges etc.), Tata Communications charges customers through a monthly subscription model.

For a dedicated private cloud setup, there’s a one-time charge associated for setting up the cluster. For data science modelling and consulting, charges are on either a T&M basis or set at a fixed price, depending on the duration of the project and the customer’s requirements.



For more information, please visit www.tatacommunications.com

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