



Turning Fibre Operations Data Into Executive-Ready Intelligence

The Challenge

Our client operates one of South Africa's largest fibre footprints across multiple brands, an extensive precinct base, a wide network of Internet Service Provider (ISP) partners, and a continuous build programme. As the business scaled, the volume of operational, financial, and commercial data outgrew the legacy reporting environment. Revenue and connections questions were answered by hand in spreadsheets, absorbing significant finance time before the numbers reached anyone who could act. Commercial leadership had no trusted view of precinct-level uptake or ISP performance, so investment and partner decisions were made on instinct rather than evidence. Strategic analysis was rationed to whatever capacity the team could spare.

The intelligence layer brings four named AI agents online progressively: the Revenue Integrity Agent for leakage with root cause, the Uptake Performance Agent for adoption patterns by geography and ISP, the ISP Performance Agent for partner comparisons, and the Executive Insight Agent for synthesizing drivers for the leadership team. All four read from the same governed data spine and inherit its audit controls. Delivery surfaces include an executive deck, Business Intelligence (BI) dashboard workbooks, a Commercial Intelligence console with three-level drill-down for the Chief Commercial Officer (CCO), and an MCP server that exposes the same governed data to whichever AI tool the team already uses.

How StructureIt helped

The engagement opened with a structured discovery process, mapping data sources, reporting needs, and stakeholder requirements before any architecture was drawn. The team designed a platform purpose-built for the Fibre Network Operator (FNO) business model, where a modern data foundation and an artificial intelligence (AI)-driven intelligence layer operate as a single system.

At the base, a medallion data lakehouse on Databricks ingests feeds from network, billing, finance, and partner systems through a contract-driven model that handles schema changes without breaking downstream consumers. Every figure that reaches an executive is traceable to its source. On top of that, a Revenue Integrity Platform reconciles network activity, billing events, and financial postings continuously, surfacing leakage, lag, and exceptions as they arise.

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The solution that StructureIt developed for us structures vast volumes of information into clear, accessible reporting, making trends and insights immediately visible. This has fundamentally changed the way we are able to view and interpret our data.
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The Results

Both operating businesses now work from a shared lakehouse dataset, with analytics surfaces in active use by finance and commercial leadership. Executives review performance against a single audited source rather than a stack of reconciled spreadsheets, and the platform surfaces reconciliation differences between network, billing, and financial systems as they arise rather than weeks later in a variance review. Questions that previously absorbed significant senior finance time now resolve on a far shorter cycle, releasing capacity for the strategic analysis the business actually wanted from its finance function.

On the commercial side, the CCO and the team navigate from group view to individual precinct and into ISP-by-product detail in a few clicks, grounding partner conversations in numbers both sides agree on. The platform surfaces where activations are tracking behind plan and what intervention is required. Decisions that previously depended on partial information are now backed by a defensible dataset and an agent layer that can explain its reasoning.

AI agents in finance and commercial operations are only as trustworthy as the data layer beneath them. The foundation was built first; the intelligence was built on top of it. The result is a platform our client can grow from, with governance and auditability already in place as the business scales.