

# RingCentral Improves Data Integrity with Talend

## Introduction

This case study of RingCentral is based on a November 2023 survey of Talend customers by TechValidate, a 3rd-party research service.



“Cost-wise, Talend is the go-to application over other integration tools. It’s also user friendly since the GUI is drag and drop. One thing that I really like about this tool, is that you can test the integrations on the fly which helps the users to develop in an agile way. This tool also provides accuracy, completeness, consistency, and reliability on our data since we are integrating with different and multiple systems”

“Talend has helped a lot on error handling and integrity checks since there are a lot of specific components that will provide detailed errors and the rejection/error links also help to quantify those errors. By these features, it reduced the data quality issues at the same time it improves the integrity of the data.”

“It’s user-friendly, given that the GUI is drag and drop. There are guides and written function on each of the components. The studio is easy to navigate, and it adapts to the fast-innovating technologies, especially right now that we are already on cloud. One thing that makes me appreciate Talend is the versatility and also that feature where you can test the code right away.”

“Talend is versatile, user-friendly, all-in-one tool in one application (Talend Studio), it’s easy to use especially if you have already a background in Java and integration.”

## Challenges

- RingCentral moved from Informatica PowerCenter to Talend

## Use Case

The key features and functionalities of Talend that RingCentral uses:

- Visual data integration and transformation: Very Valuable
  - Real-time data processing: Very Valuable
  - Data catalog and governance: Very Valuable
  - Self-service BI: Very Valuable
  - Data science and machine learning: Very Valuable
  - API management and integration: Very Valuable
  - Data Quality: Very Valuable
- The Talend capabilities they find most valuable are:
  - Open source and vendor-neutral
  - Code generation
  - Visual data integration and transformation
  - Real-time data processing
  - Data quality and governance

### Company Profile

Company:  
**RingCentral**

Company Size:  
**Medium Enterprise**

Industry:  
**Telecommunications Services**

## Results

- RingCentral considers Talend to be best-in-class because it’s:
  - Easy to use and learn
  - Powerful and scalable
  - Flexible and customizable
  - Reliable and secure
  - Cost-effective
- RingCentral have experienced the following benefits since selecting Talend:
  - Improved productivity
  - Reduced costs
  - Increased data quality
  - Improved data governance