

Built an analytics platform to enable performance measurement and ROI of third-party applications for a Fortune 50 electronics enterprise





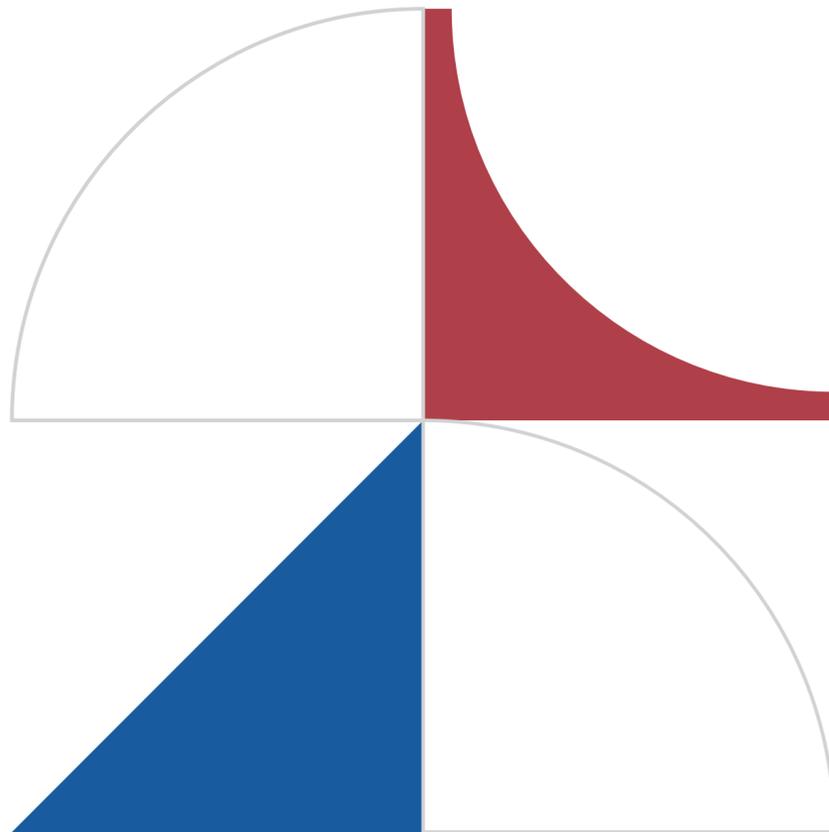
Overview

A global Fortune 50 organization, our customer is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level.

Organization Size: **77500**

Country: **USA**

Revenue: **\$50 Billion**



Challenges and Goals

The client was unable to measure the utility, usage, and ROI of the case management platform they were using. They wanted a solution which could integrate with the existing case management platform and provide ad-hoc and analytical reports related to the platform's performance and usage. However, there were two critical points to be considered while designing the solution:

- The input data was near real time which refreshed 36 times a day.
- The quality and consistency of the data ingested by the solution needed to be maintained, making it source agnostic.



Solutions

We built a robust new platform aligned with the client's case management platform attributes for ad-hoc and analytical reporting, while integrating the platform data with the enterprise platform. Some of the salient features of the solution were:

- One stop solution for transactional attributes, indicators and audit reporting.
- Case performance indicators helping identify the performance of the case management platform.
- Dynamic data transposing in reporting case metadata without loss of performance.
- Integrating 50 Workflows and 1500 approximate attributes with the data foundation.
- Building 35+ applications within the solution like Tableau, BO etc.



Business Impact



Data redundancy eliminated

- Helped client measure performance of the case management platform, reducing TCO by 40%
- Achieved performance of the ETLs at, ~5-20s
- 1000 unique client stakeholders impacted through our solution



The team has worked through so many unexpected issues (platform related) and provided us many workarounds for UAT and go-live to get us here

– Program Manager



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