

Auto Support – Business Intelligence (BI) Development and Support



Background

A Fortune 500 storage systems and software company needed help to develop Customer Analytics - OBIEE reports on the existing DW Platform and analyze in-depth challenges in the storage systems that are installed at their customer site.



Challenges

The challenges encountered by the Trianz team while executing the project are:

- ▶ Leveraging DSS and Data Mart to generate report.
- ▶ Analyzing the incident information and understanding the issues in a timely manner.
- ▶ Identifying the challenges in storage devices in advance and fixing them before they are escalated by the customer.
- ▶ Providing the root cause on critical incidents to the Senior Executives and drilling down the information at the right time.



Business Execution Approach

The Trianz team has proposed the following execution approach to the client:

- ▶ Developing a comprehensive Dashboard and Scorecard to identify the patterns of the challenges.
- ▶ Providing Ad-hoc analysis for business users for their slice and dice.
- ▶ Designing a fully flexible Incident Reporting and Incident Management Analytics using statistical functions to identify the possible challenges that could occur in the server storage devices and accordingly propose accurate resolution.
- ▶ Directing reporting alerts along with detailed analysis to the key stake holders for critical incidents to their Tablets and Smart Phones.
- ▶ Better rendering of large amount of data using Data Visualization techniques.



Successful Business Results

The execution of the solution proposed by Trianz has achieved the following business results:

- ▶ Notification of alerts to the business on critical incidents.
- ▶ Comprehensive view provided to the Business Executives through Dashboards and Scorecards.
- ▶ Better business decisions due to slice and dice.
- ▶ Early detection of the pattern of the challenges and develop quick resolutions.
- ▶ Better Customer Satisfaction Survey (CSAT) results and hence improvement in new business orders.

About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from Fortune 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.