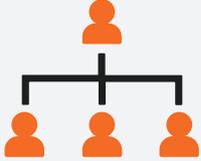


DATA ANALYTICS PROJECT

Business Intelligence has become an integral part of strategically aligning daily and long-term goals, models, and projects - based on captured data that is analyzed - for maximum understanding of key ways that a business can change for the better.

This next success story is for our long-standing law firm client and was a Data Analytics project. Their core case-management system is the single most important system for them as almost every employee uses it for the majority of their workday. The CEO and the CIO of the company knew that every data set about their employee's productivity, the status of their different cases, and more was in that system, but it was not visible to anybody in the company. They came to us saying "hey, we have the data and the application, but it's hidden. "Can you bring that up?" The number one reason they wanted this access was to track employee productivity and monitor the metrics associated with defaulted mortgages based on cases per day or hour. The second major reason was that they really wanted to sort their customers, which consist of four or five big banks, more transparently. Some days they were running at 40 percent output, other days at only 20 percent. They wanted to be more transparent with their customers individually. These two reasons are why they asked us to work on this analytics dashboard for them.

We began by stacking the projects with one of our resident data-scientists. The technology stack that we utilized was SQL Server, SQL Server Integration Services, SQL Server Analysis Services, and Power Bi for our visualization. It was completely a Microsoft-based solution: Integration Services, Application Services, Analytics Services, SSAS, and Power BI. Our three-



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person team included two people here in Dallas: our resident data scientist and data architect, and also a database developer who was in our New Delhi office.

The project was completed in 12 weeks. We did a monthly release of features, so we had to make the scope very narrow to fit it into a 12 weeks' time frame. The results were extremely encouraging. The CEO was able to get insights into the productivity status of his own team in a manner that he never could before. What's more, they were able to have a much more transparent conversation with their customers as to where the cases stood, and if things were going slowly, what actions the case managers could take to reduce the delay, etc. It became a more positive way of serving their customers.

Increasing the productivity and efficiency of business IT systems in a strategic manner can often be as simple as adding business intelligence integrations which can help executives strategically visualize what is happening inside their enterprise. Outsourced expert IT teams can help by building and customizing these systems while saving your company time, money, and resources.