

Centralized Reporting Equals Accelerated Results.

Deeper Insights from Centralized Reporting Portal

Key Challenges

Meeting business goals and improving operational quality requires high-level insights, but when tens of millions of dollars in inventory are spread across siloed processes, it is difficult to get a complete view of the landscape. Our client, a leading technology company, needed a solution to cover:

- 200+ technical support personnel; 4000+ remedy incidents a month; 40+ offices globally
- Senior Managers unable to obtain the comprehensive view needed (dollars, geo, units, incidents) resulting from multi-portals

Solution

Astreya understands the criticality of easy, lightning-fast access to quality insights. To provide our client with the information they needed, right when they needed it, we custom engineered a solution that made the best use of existing tools (AppEngine, Cloud SQL, Java Script) and connected to various data stores and excel spreadsheets, while delivering targeted information quickly and easily.

- Operational managers achieve central tracking across support tickets, locations, inventory levels and workforce directory
- Service level monitoring implemented across key metrics and KPIs
- Achieved ability to view capacity trending

Results

- Lightning fast insights and stronger reporting improve decision making and business outcomes
- PM and analyst time re-captured, allowing them to focus on driving business forward.