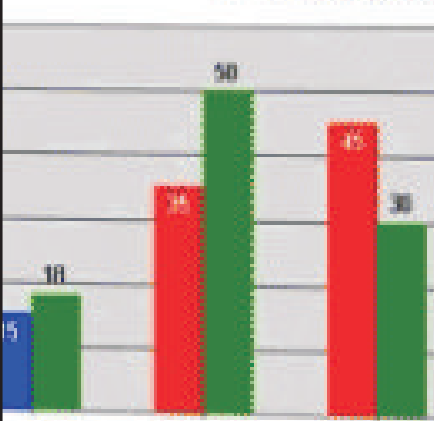


Digital Dashboard for Business Intelligence using MOSS.

Industry: Telecommunications & IT Services

CASE STUDY



The client required a solution for having a summary of facts & figures from their discrete information systems. Diaspark provided them with a software which can give a more visual, summarized and at-a-glance views of the information consolidated from these disparate systems.

The Client

Client is a leading telecommunications consultancy and IT services company in Texas US, offering services under strategic business consulting, infrastructure (converged networks, contact centers, data centers, security and compliance), business applications and development, customer relationship management, project management, and business process outsourcing including IT managed services. Headquartered at Houston, holding offices at Dallas, Lubbock, Austin, Minneapolis, Columbia and Camden.

Challenge

The Client had isolated systems for Finance (QuickBooks), Enterprise Project Management solution (EPM), Time Management, CRM and some others. The functional staff manages to work with them but for higher management - Executives, Practice Heads, LoB heads, Project Managers, it was difficult to study these discrete facts and figures. They required a summary of all these for analyzing and supporting decisions based on consolidation of facts and figures. As the functional staff was comfortable using these systems, it was also difficult to think of replacing these systems.

Solution

Diaspark provided the solution in two steps:

- ✦ Diaspark analyzed all the discrete systems for their data structures as well as data inputs and outputs. Based on the analysis, a data warehouse was designed and developed under **Microsoft SQL Server 2005**. Different packages (jobs) were developed for supporting ETL operations from the different source systems into the data warehouse using **SQL Server Integration Services**.
- ✦ Development of Business Intelligent Digital Dashboard solution on **MOSS 2007** using Excel Services and Kerberos authentication. The Dashboard solution provided dashboards for users at different levels and provided summarized views of data from data warehouse using **SQL Server Analysis Services**.



Microsoft
GOLD CERTIFIED
Partner

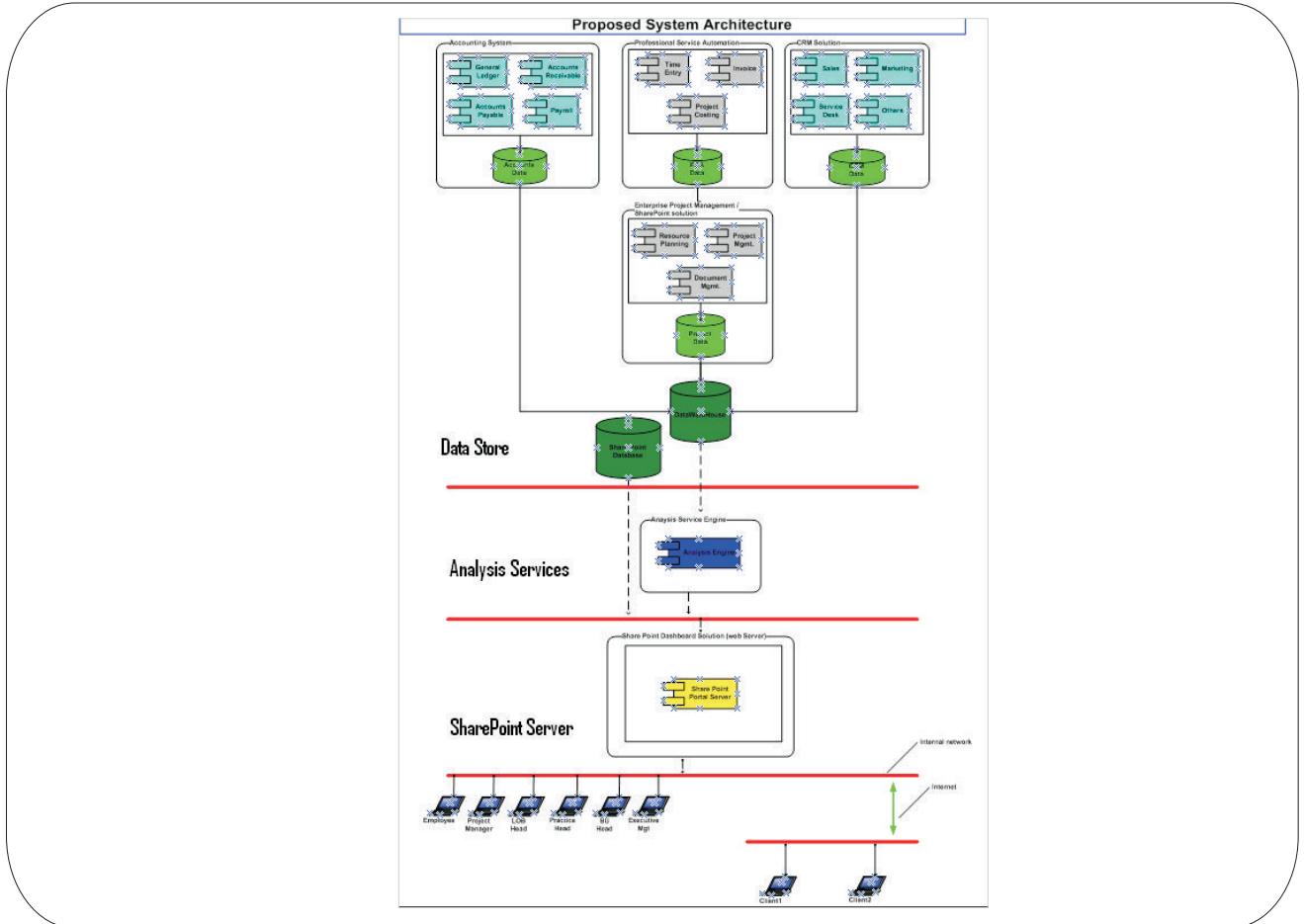
CMMI
CMMI Level 3

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Result

The dashboard provided a more visual, summarized and at-a-glance views of consolidated information from disparate business systems (i.e. QuickBooks, EPM, EPM, and CRM). The BI solution also provides warnings, action notices, next steps, and summary of business conditions and key performance indicators and is thus helping effective decision making by the management team at all levels.

Application Architecture



About Diaspark Inc.

Diaspark Inc. is a US based software development company with development centre in India and 650+ employees. Diaspark has been providing custom software solutions and services to the enterprises around the world for more than 12 years. Diaspark's expertise includes custom enterprise software development, comprehensive (development, porting & testing) services for mobile applications and setting up dedicated offshore development cell in its development centre based in India. Leveraging its experience in executing custom software projects in Media, Entertainment & Publication industry, Diaspark specializes in providing pertinent custom software solutions to companies in this industry segment. With the talented technical resources base, efficient and transparent project management practice, proven delivery process, Diaspark can partners with you to take the software from concept to rollout with the jet speed and firm commitment to quality.

DIASPARK

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