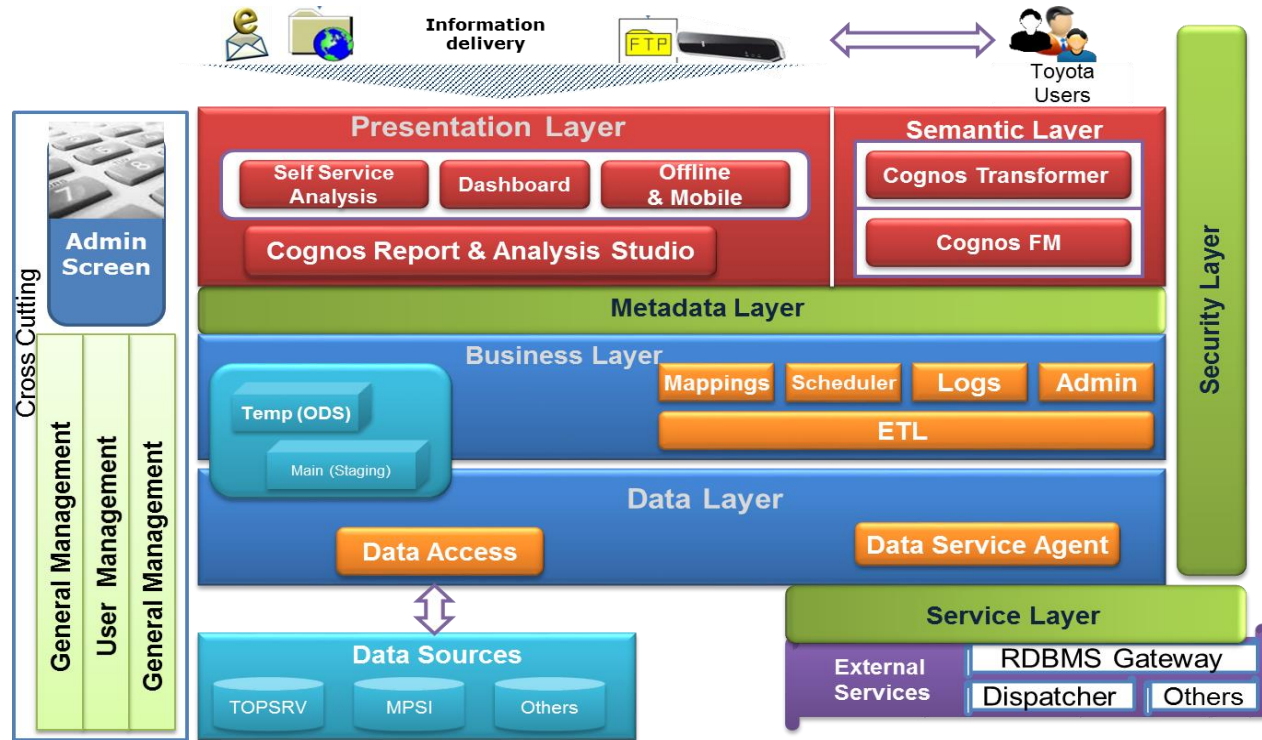


# Service Delivery Insight

## Top 5 Automobile Manufacturer

### THE CLIENT PROBLEM STATEMENT

- Lack of proper solution to obtain an insight of service delivery data of the users through search, select and get method.
- No defined solution to collect information for :
  - User Management
  - General Management
  - System management



# SOLUTION



- Pull the Data from Flat files/Excel data sources, Process, Transform and load into DB repository (Temp & Main)
- Develop Custom report, Dashboard and Self service information analysis
- Cognos 10.x Framework Manager for Data Modeling & Cognos 10.x Transformer for Cube Modeling
- Cognos 10.x Insight, Report Studio & Analysis Studio for Report, Dashboard & Multidimensional Analytics
- Cognos 10.x Active report for offline analytics
- Cognos Go Mobile for Integrated Mobile Solution

# Tools & Technology



## BUSINESS OUTCOME



- Simplified decision making process
- Service Data Insight
- Consolidated View to Decision Makers
- Notification to users if any event occurs to take quick decisions