

Case Study

Data Warehouse Reporting Tool

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Application Overview

Service Evaluation Concepts provides powerful and effective Customer Experience Optimization tools and resources to some of the best known brands in the world.

They were looking for a comprehensive suite of tools to deliver a complete picture of the organizational performance. Data Warehouse Reporting Tool helps in representing this performance data in the form of charts and tables which can further be drilled down to various levels. The tool provides an intuitive interface and state-of-art customizable interface for analysing quickly and easily.

Solution Developed

Service Evaluation Concepts engaged SoftProdigy to create a user specific custom reporting tool. SoftProdigy deployed a team of .Net engineers and used their Agile approach to ensure project resilience and complete the tasks on time. The fast-paced construction period included regular client interactions to ensure the look, feel and statistics shown were exactly corresponded to the client's requirements.

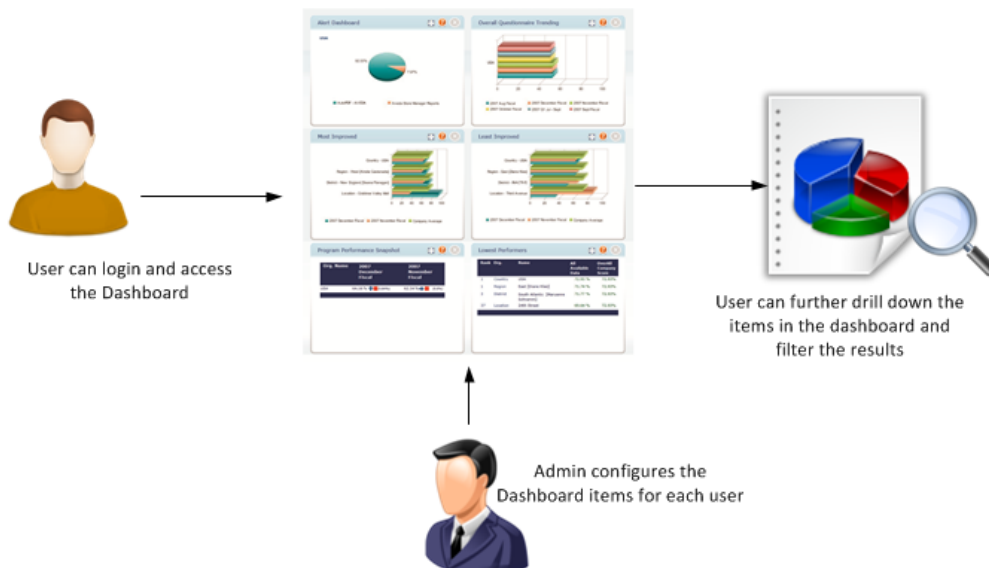
The solution delivered ensure that the company had greater insight into the business and streamlined its reporting process.

Graphical Data Representation – The Dashboard provides Graphical interface which puts reporting power to a new level. Color coding in the graphs help indicate performance. A comprehensive set of 2D and 3D graphs addresses the business needs with ease.

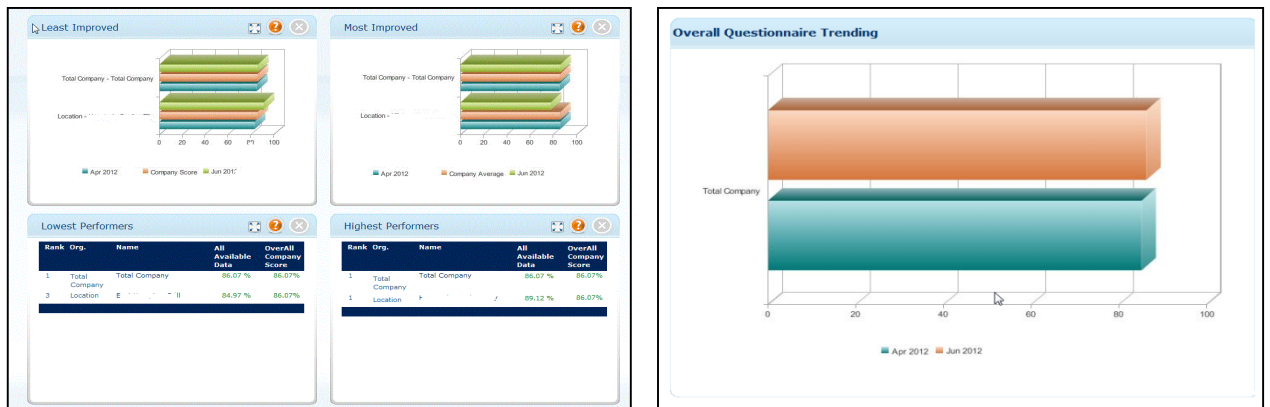
Data Drill-down – User can drill-down the charts further to find actual answers. The dashboard has numerous parameters and options which help the users to find data with precision. It provides summaries, trends and per-evaluation level reports which makes it ultimate platform to view insights.

Reporting - All reports can be easily downloaded into Microsoft Excel or Adobe PDF. The dashboard also has the ability to export all data upon client request for a defined period into CSV, Excel or any XML Schema.

Web Application Flow



Screenshots



Benefits

Gathering feedback is only the start. To build strong Return on Investment from customer experience and employee feedback programs, one must be able to analyze, share, and act on feedback quickly and easily. SEC's online dashboard offers the ultimate platform to analyze data, create reports, and share insight.

Client Managed Reports for Users – SEC's dashboard system also allows for user specific access to custom report settings, meaning specific users can only have access to specific reports or specific levels of the organizational data as defined by the client's needs.

Enhanced Data Analysis and Reporting – Users can now access more accurate, up-to-the date data, and can easily and quickly produce reports, saving time. Users can also customize the view to suite their needs and get enhanced business insights by analyzing the data with multiple options and filters.

Improved Customer Service – SEC believes that it will now be able to provide more personalized customer service and better support to its clients and clients to their team. The dashboard's completely customizable interface, views of customer attitudes, behaviours, or any Key Performance Indicator helps in building strategies.

Quick ROI - Gathering a composite market intelligence SEC provides a Enterprise Feedback Management Platform that enables cause and effect linkage to internal business metrics for more effective decision making and tangible Return On Intelligence | Return On Investment.

About SoftProdigy

Founded in 2006, SoftProdigy is an award-winning organization with expertise in the areas of Web & Mobile Technologies and Consulting services. Over the last few years, the organization has made a reputation for building quality solutions for its clients that helped them get more out of their business. SoftProdigy's customers range from start-ups to Fortune 500 companies such as Intel, Hyundai and Sony Ericsson. The company has worked with entrepreneurs as well as established corporate houses across the globe to put their ideas into inception and take it to the market. It employs over 150 technology and management professionals who work closely with each other. With a consistent growth track record that has surpassed the industry trends year on year since the company's inception, what sets it apart is the philosophy of pursuing, quoted as "measured success".

