

ANALYTICS AND VISUAL DECISION SUPPORT FOR A FORTUNE 500 SERVICE PROVIDER



Industry: Services

Customer Profile

A leading multinational in the business of maintenance of facility like Oil, Gas, Water, Power, Telephone & Roads in the USA.

Client Situation

- Need for a system to analyze and monitor service level compliance.
- Improve inspection route allotment for efficient resource allocation and utilization
- Integrated view of information to enhance analysis & decision making
- Leverage the power of the Data Warehouse to enable Analytical decision making to improve operational efficiency



Congruent's Solution

- Design, Development of a BashUp Solution based on Virtual Earth Maps.
- The new solution superimposed the maintenance and inspection information from the data warehouse on Microsoft virtual earth.
- The solution supported analytical needs to improve operational efficiency by letting the decision maker browse through the dimension/s of interest.
- The solution also leveraged the power of OLAP cubes with the functionality of Microsoft Virtual Earth.
- 100% Offshore model. Design, development, implementation and support done in offshore model

Benefits

- Visual Decision Making
- Improved monitoring of SLA
- Increased resource utilization for facility monitoring and inspection
- 100% offshore benefits
- Robust & flexible Management by exception
- Optimized maintenance route allocations
- Leveraged power of multidimensional data views

Technology Used

Microsoft SQL Server 2005
SQL Server Analysis Services (SSAS)
ASP .Net

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