

DATA WAREHOUSING AND BUSINESS INTELLIGENCE FOR A LEADING FACILITY MAINTENANCE SERVICE PROVIDER IN THE USA



Industry: Services

Customer Profile

A leading multinational in the business of maintenance of facility like Oil, Gas, Water, Power, Telephone and Roads. Electronic Marker balls that have RFID devices which communicate with the handheld devices is used to maintain the facility.

Client Situation

- Support Performance Improvement team through provision of unified Site Visit data
- Improve maintenance process by analyzing, understanding and reporting maintenance tasks and costs
- Aid Strategic Development Process by providing evaluations of maintenance costs, income and profitability
- Support increasingly stringent Regulatory Reporting of underground facility.
- Improve Value Chain Analysis through a central repository of all Site and Process information.
- Provide analytical capabilities on Maintenance

Congruent's Solution

- Design and development of maintenance Data Mart and Inspection Data Mart
- Design, development, implementation and support in offshore model
- Design and development of Service Level Compliance Analysis System.
- Design and development of Maintenance Data Analysis System

Key Challenges

Data Capture System - Information such as facility data, owner information, application type, placement date and GPS coordinates are transmitted back to transaction systems, through a standard RS232 serial port for enhanced resource management.

Benefits

- Improved Customer Service and Operational efficiency
- Transparent Service Level Compliance with Performance scorecards and dashboards
- 100% offshore leverage with Fixed Price Work as high as 90%
- Robust & flexible Maintenance Analytical Information System to identify operational efficiency and drive strategic decisions

Key Metrics

- Operational sources – 1200
- Warehouse – 5 TB
- Users – 60
- Load – Daily 2 million records

Technology Used

SQL Server Integration Services (SSIS)
Microsoft SQL Server 2008
SQL Server Analysis Services (SSAS)
Microsoft Visio for Architects
Microsoft Office SharePoint 2007
Performance Point Server 2007

Contact marketing@congruentindia.com