



Single Platform with Many Solutions

Case Study: IT Services

About BIRD

- A modern & agile full-stack data management platform that provides real-time access on any of your data
- Allows users to analyze the data using powerful KPI driven dashboards or through standard ANSI SQL or through augmented ML insights
- With BIRD, enterprises can build instant data pipelines with transformations, design data warehouses with logical data models
- With BIRD's in-built source connectors, all your sources like databases, ERPs, flat files, third-party cloud services, bigdata sources, streaming/IoT devices are covered
- BIRD helps in reducing BI team's efforts by 70%, with its universal data model framework & accelerators to standard sources sources
- With BIRD's augmented analytics, enterprises can now shorten the time to insights by 75%
- BIRD's cloud native architecture, now enables implementation to be 90% faster

IT Services

The client is a public listed IT services management company, with customers in North America, Europe, Asia, and Australia. Revenues close to half-billion dollars (USD).



The Problem

The customer has 300 sales team and 500+ project services team and multiple data sources such as SalesLogix, SAP Project Systems, and internal systems to track their sales and project related metrics. The customer wanted a common platform that multiple teams can do analysis on their data. Their existing reporting system was slow, not real-time and didn't have the flexibility required to do drill-downs, create summary tables and do data governance.



The Solution

BIRD solution was customized to work against customer's organizational hierarchy that is stored part of the SalesLogix CRM database. Created 200+ complex formulas for summary tables with drill-down functionality. With AI enabled meta-data crawler, mash-up feature and advanced self-service features, we could implement the solution in 3 weeks. The solution is now running successfully for the last 4+ years



The Results

- 800+ users including executive team are using BIRD with proper datagovernance established
- Achieved high performance with the solution. Able to meet SLAs of customer, that any report irrespective of volume should be loaded in <5 secs
- Trained only couple of functional team members, and they were able to train all the other users on the product (train-the-trainer program)
- Also provided managed services to customer in terms of report creation, server maintenance, and upgrades



Thank You.

For more information
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