# BIRD

## BI & AI Platform

**SINGLE PLATFORM WITH MANY SOLUTIONS**

**CASE STUDY – CLOUD SERVICE PROVIDER**

# 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

# Cloud Service Provider

**The customer is a leading cloud service provider with global offices. The customer recently outsourced their entire support functionality to a single outsourcing provider. The outsourcing provider took our help to provide a solution to the customer**

## Problem

Support tickets raised to the cloud service provider by millions of their customers were captured part of ticketing tools like Jira, ServiceNow, Mantis, Zendesk and other providers, based on the vendor who is providing support services to them. Customer is in the process of consolidating the support functionality to a single vendor. In this process, they had to unify the data from multiple sources to understand the issue categorization, priority, severity to build knowledge base and automation tools.

## Solution

BIRD tool was deployed to integrate discrete data coming from multiple service providers. Lot of data quality issues were observed. BIRD's transformation services were used effectively to clean-up the data and then unified to provide complete ticket analysis. It was anticipated that this project would go for 6 months, but through BIRD, we were able to develop a solution in less than a month

## Result

Customer was able to automate their support process with the transparency on ticket analysis provided by BIRD. Consolidation of tickets from multiple providers was a nightmare for the customer, and through BIRD that entire process was made seamless. Classification and categorization of tickets was done efficiently and effectively now.

# THANK YOU

**FOR MORE INFORMATION**

**Contact us at sales@birdanalytics.ai**