

Developing web enabled dashboards

Business challenge

Customer level information is spread across various off-line databases and transaction processing system. Other challenge is that since there is no standardized MIS being generated as a single source of truth, every function/unit is maintaining its own MIS resulting in duplication of effort and difference in numbers and definitions across functions.

Approach

First, information is consolidated across all source systems. Secondly, definitions of all variables are standardized in form of a data dictionary. List of KPIs (Key Performance Indicators) is agreed upon with the stakeholders to ensure that all data-cuts being sought by users are available in the datamarts.

Function specific datamarts are created so that the load on the main database is minimized and turnaround time to churn any MIS is faster. Datacubes are created for the users to slice and dice the data on multi-dimensions. Finally MIS is automated by using VB macros on the SAS data-sets excel outputs. Post automation of MIS, the KPIs are hosted on intranet using HTML.

Business benefits

The biggest benefit is the easy accessibility of information on the desktop to take critical business decisions. Also, the information is standardized across all users and dashboard serves as a 'single source of truth' in the organization.