Enterprise BI solution for a Fortune 500 company

Web-based BI solution for the storage systems industry. It provides world-wide secured access for business units into valuable data, analysis and insights.

Overview _

Client:
Hybrid cloud data services company
> 10000 employees
USA

Business case:
+ Provide customized insights based on big data
+ Display KPIs
+ Employ graphical presentations

Industry _

+ IT Services
+ Data storage
+ Cloud

Services _

+ Custom software development
+ Managed services

Project type _

+ Web
+ BI reporting
+ Operations
+ Customer support

Technology _

+ SQL Server
+ SQL SAS
+ SQL SCD
+ NetApp SnapManager for Microsoft SQL Server
+ ETL
+ Tableau
+ Excel
+ Java
+ JavaScript
+ Junit
+ Jetty
+ Tomcat
+ Jenkins
+ Maven
+ Continuous Integration

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Description _

The solution provides world-wide secured access for different business departments and regions, into valuable data, analysis and insights. The information is presented in several views, such as:

+ Multiple business-related KPIs: bookings, revenues forecast, billable percent of hours worked by engineers, costs, margins

+ Top partners

+ Support cases

+ Dashboards and graphical / tabular reports

Challenges _

In order to make it the best-usable product for the client, we had to overcome several challenges:

+ Provide the most relevant business insights to the decision makers.

+ Aggregate different data formats from wide range of heterogeneous systems (SAP, ORACLE BI, WebServices, CSV, Excel, Sharepoint).

+ Keep the data fresh for all geographic regions, across a world-wide enterprise.

From technical perspective, we worked on:

+ Keeping the data available for query while importing it.

+ Securing sensitive data.

+ Jobs running 24 / 7.

+ Continually snapshot big amount of data, within short timeframes.

Solutions _

We met client's high expectations, both at usability and technical level, with a series of cross-technology solutions:

+ Highly efficient cloning / database publishing mechanism setup for uninterrupted access to consistent data, while the ETL jobs are running.

+ Configuring security mechanism to mask sensitive data depending on user access rights.

+ Development of customized Web portal for instant access to dashboards and reports with slice and dice mechanism.

+ High availability and scalability using clusters and load balancing.