

# A single view of the customer - Mining

## The Problem

The client sought to understand and better harness data in order to streamline operations, reduce operational costs and improve short-term and long-term productivity within their business. It was vitally important as part of their long-term strategy to maximise efficiencies and therefore improve their associated costs.

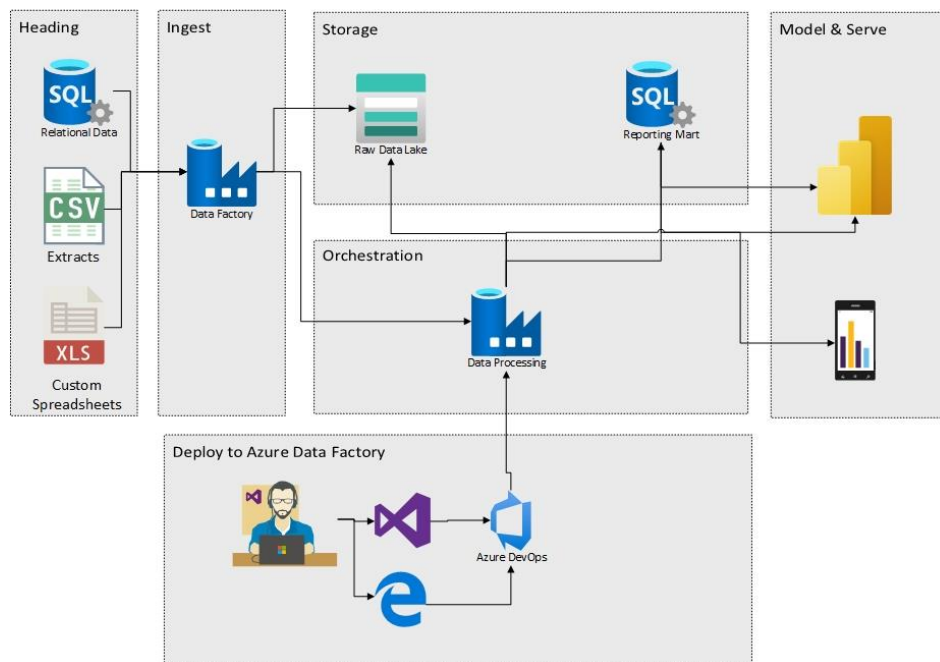
## The Solution

BITQ were engaged in this process to facilitate the design and implementation of a reporting data mart from various sources. A full understanding of what was being used, what was unnecessary and what the future state looked like was undertaken prior to commencement. BITQ achieved this by working with the client to document several processes across departments and identify the multiple functions that took the most time whilst meeting with the Key Stakeholders within their business units. Based on this analysis BITQ then automated the extraction of this data and built operational reports on top to reduce the complexity for the business.

## The Outcome

The client has been able to reduce the amount of work on manipulating spreadsheets and increase the time spent analysing their data to identify trends that would increase revenue and productivity.

BITQ built this solution using the following architecture in the Microsoft Azure environment.





## Technical Details

BITQ, in collaboration with the client, worked on identifying processes that would benefit from automation. For each of these processes, BITQ designed, built and validated Power BI reports with the client whilst ensuring that this was future proofed for the business. BITQ collaborated with the client to understand the infrastructure and licensing requirements for both Microsoft Azure and Power BI, ensuring that all data sources were both necessary and relevant.

BITQ also facilitated conversations between the various providers like helpdesk and software vendors to maximise upon the effectiveness of all solutions. This gave the client a full suite of usable, viable resources to ensure that they could turly make their data useful.