



Infographic Designer 1.5



Facet Key



Cluster Map



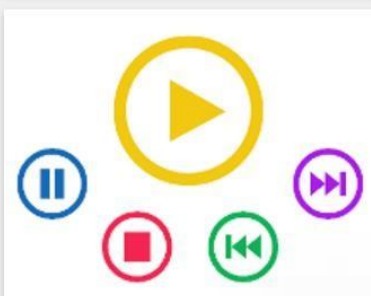
ChicletSlicer



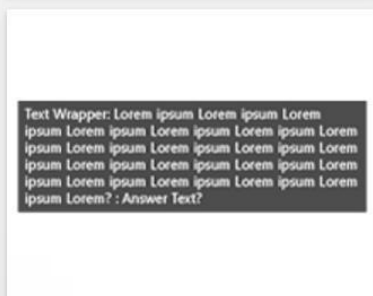
Thermometer



Tachometer



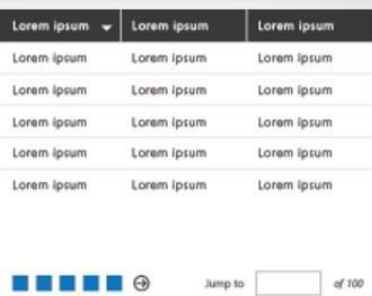
Play Axis



Text Wrapper



Pie 3D Chart by Collabion



Grid



Power BI

Gathering Business insights made easy!

Power BI

Microsoft Power BI is a business intelligence tool that allows you to gather business insights from your on-premise or cloud stored data. It connects your sources, visualizes what's important and helps you share that with anyone you want. Power BI visualizes your data through immersive, coherent, and interactive dashboards that give you insights at scale and enable you to take strategic, actionable insights.



Manage and showcase data



Create interactive reports



How Microsoft Power BI can help?



Collaborate Quickly



Delve Deep into data



Consume and share data faster



Visualize and customize data from excel

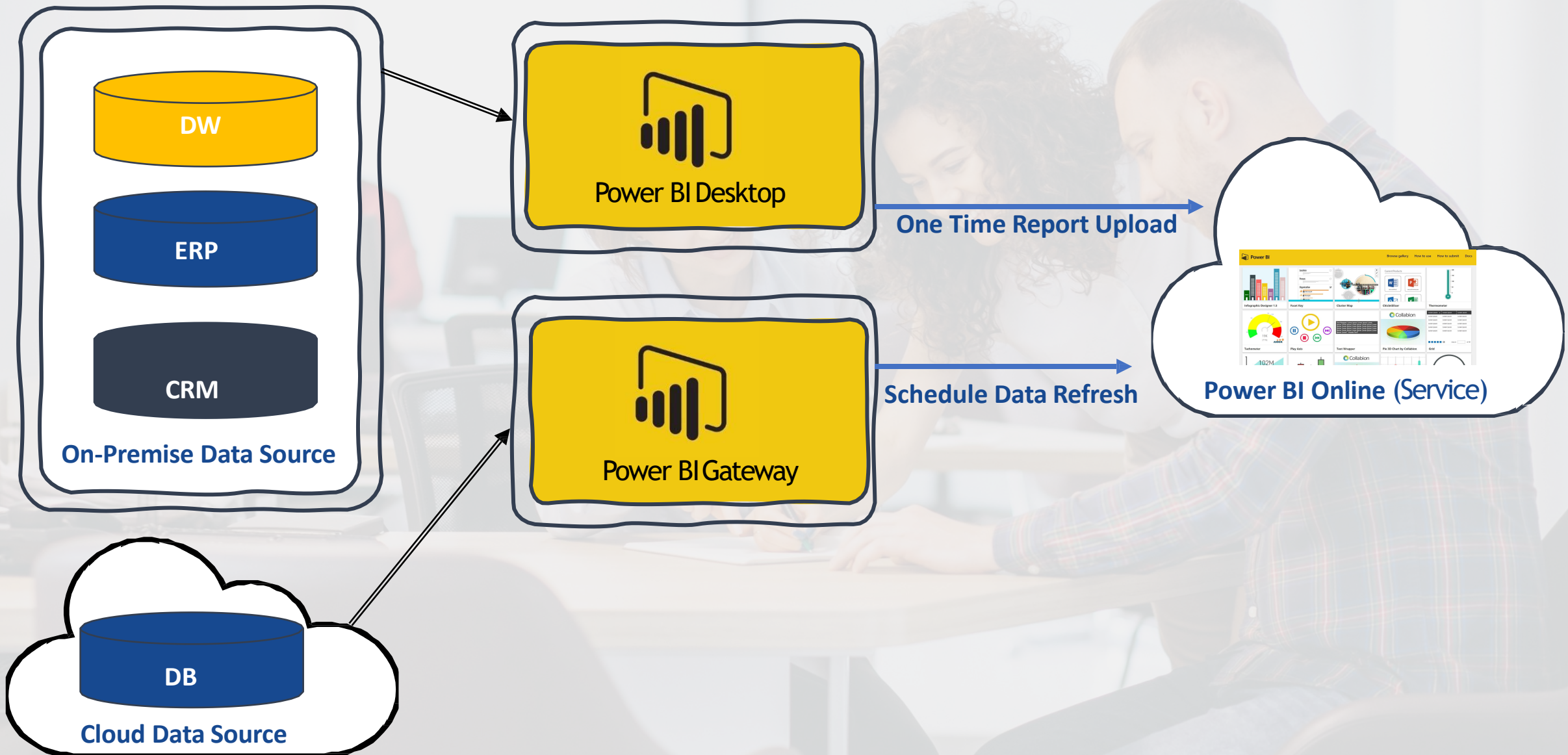


Optimizing Machine Learning models



Generate real-time analytics

What we do in Power BI?



What we do in Power BI?

White-Glove Implementation - On-shore and off-shore team to support your digital transformation needs and implement Power BI to help you turn information into actionable insight.

Technical Expertise - Full stack-team of developers who use Agile Methodology to provide consolidated services throughout the various phases of enterprise solution development.

Customer-first approach - We not only implement Power BI, but also handhold you till the support & migration services have been completed. With customer service as our top-most priority, we also have a dedicated 24x7 support center to help our clients whenever they need us.

Top 5 reasons for using the Power BI Analytics solution in your business:



Spot trends in real time and make informed decisions



Connect and combine data from multiple data sources



Experience your business data in new ways



Share dashboards and reports with whoever you want



Cost-efficient license pricing and low TCO



Azure Data Services

Azure Data Services enables users to quickly build intuitive apps with artificial intelligence built-in, using a range of tools, technologies, and deployment options.



Machine Learning Server

Microsoft Machine Learning Server is a flexible service for analyzing big chunks of data, creating AI-powered apps, and surfacing insights using Python and R.



Analytics Platform System

Microsoft Analytics Platform System is a data platform built for data warehousing and Big Data analytics. The service offers users extensive data integration, super-fast query processing, scalable storage, and easy-to-use maintenance tools through SQL Server Parallel Data Warehouse.



SQL Server

SQL Server is Microsoft's relational database management system. It's used to store and manage data in large quantities in rows and columns, like a spreadsheet. SQL Server uses SQL, a standardized programming language, organize and retrieve data as requested by other applications. Recent versions of SQL Server include features like performance tuning, real-time analytics, and data visualization.

DESCRIPTION

Your entire business on one dashboard

- With Microsoft Power BI you can get all the business information from one simple screen.

Create stunning interactive reports

- Power BI Desktop gives you tools to transform, analyze, and visualize data.
- You can share reports in seconds with your organization using Power BI on the web.

Consistent analysis across your organization

- With Microsoft Power BI you can easily build robust, reusable models over your data to provide consistency across reporting and analysis in your organization.

Easily embed BI and analytics in your app

- It enables you to deliver stunning interactive reports in your app with Power BI Embedded services.

Why Power BI?



The Business Challenges



To enhance the Customer Experience, UPS has designed the NPS Survey Support program through which the call centre team (here on referred to as Operation team) reaches out to all their existing customers across different countries and captures the Voice of the customer verbatim. Post these calls the feedback is captured in an excel sheet which is then shared with the respective Country Heads of UPS team. They then internally devise corrective actions to address the concerns of the customers to improve their overall experience.

Challenges



The excel sheet where the customer feedback is captured, goes through multiple iterations between the Operation team and UPS via email which leads to lot of manual effort.



Once the data is finalized and updated, UPS team (country heads / management team) looks into the feedback data in the excel, but there is no Dashboard or Graphical representation of the performance of the services at different levels which could be used by UPS team for better decision making. There is a need for getting into the nitty-gritty of the data with just one click and all possible filters.

About the Client



UPS is a global company with one of the most recognized and admired brands in the world. They are the world's largest package delivery company and a leading global provider of specialized transportation and logistics services. Every day, they manage the flow of goods, funds, and information in more than 200 countries and territories worldwide.

The Solutions

File Upload application:

To reduce the manual effort of sending the excel sheets back and forth and to avoid the multiple iteration, an application is developed which allows the users to upload the Excel file where the Feedback data is entered by Operation team. Uploaded files can be accessed by the UPS team who can download the same and review the data, and if any changes are needed, they can be made to the sheets and reloaded to the same application which in turn refreshes the data and reflects on the reports.

PowerBI reports and Dashboard:

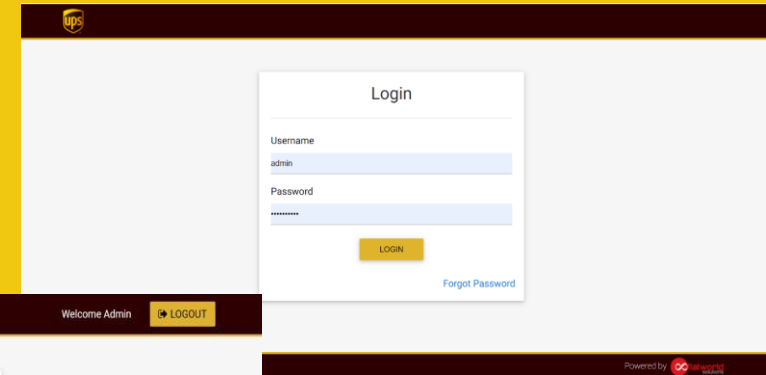
To ensure that the client has the data on their fingertips, we have developed reports and Dashboard that lets the client to drill down to the data and understand the trend of their performance at various levels. Multiple filters and various graphical options available on PowerBI platform help the user to analyze and get insights arrive at faster decisions.

The Result

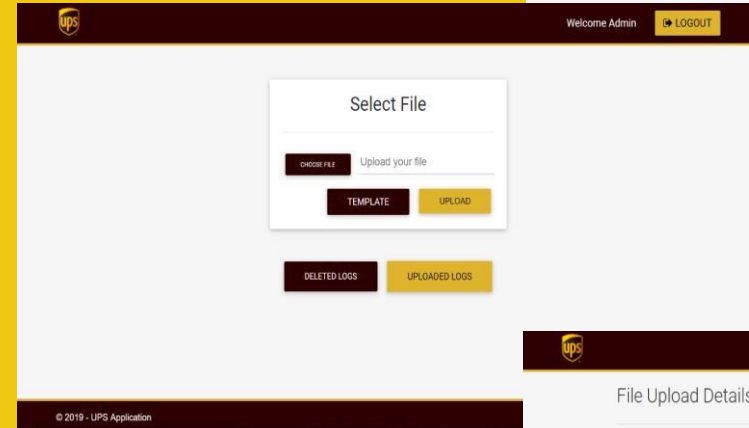
UPS team is now easily able to get insights of the performance of their service along with the Net Promoter Score. There is complete transparency of data and feedback given by the Customers. This has been possible through the filters and graphical options available on the PowerBI reports. One can filter the data through Function wise / root cause wise / City / State wise/country wise. There is visibility to Trend of NPS / Actual comments by new and old customers and much more.

File Upload Application:

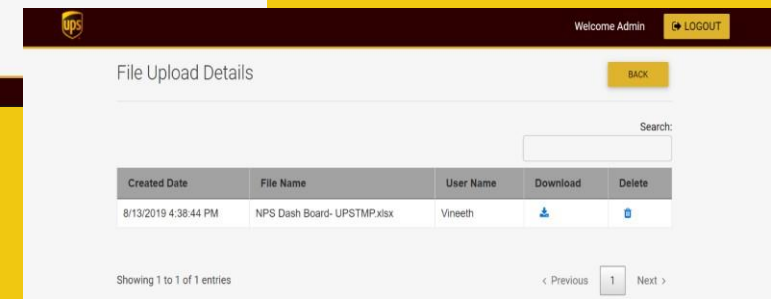
Login page



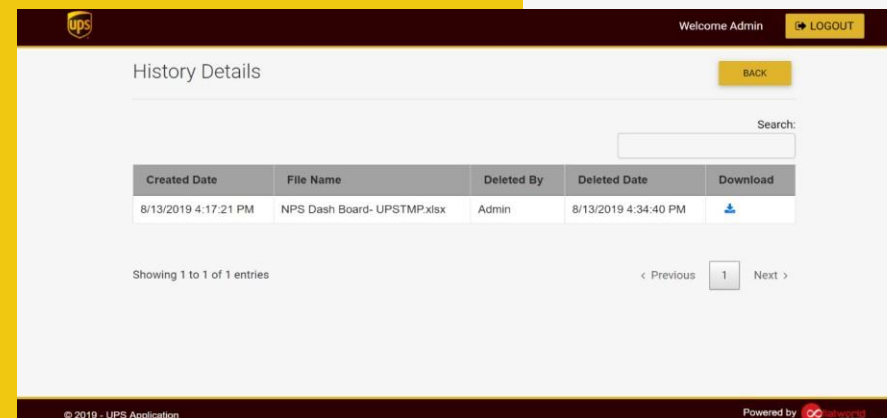
Upload File Page



Uploaded File Log page



Deleted File Log page



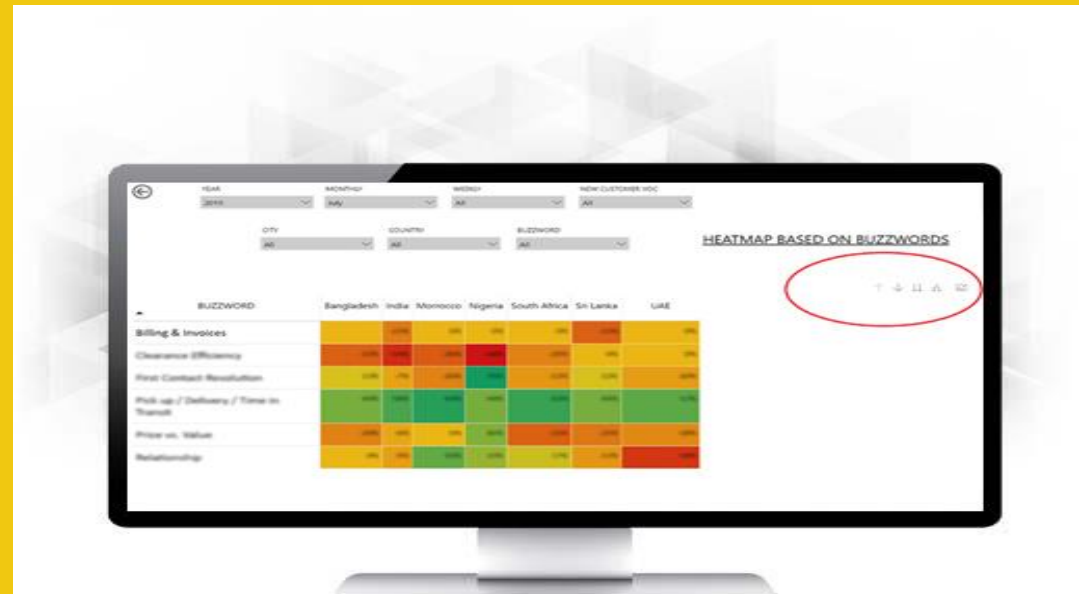
Technology stack



PowerBI Reports: Graphical representation of Data is done through PowerBI application.



File upload application: Data is in Excel > which is saved in SQL db. Application is developed using .Net technology.





**THANK
YOU!**

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