

CASE STUDY

Client:

Leading European IT Provider

Business Challenge:

The Client had a business need to aggregate disparate islands of call center data and seamlessly report on it. Management needed a comprehensive reporting solution that could track call center performance against existing service level agreements.

Why Versa Shore?

The client was in dire need of highly specialized technical talent to help them analyze, design and deliver a customized reporting platform in a timely manner.

The Versa Shore Approach:

1. Provided technical and functional leadership and hand-picked a team of resources across lines of business, business partners and in-house IT.
2. Analyzed the spectrum of data sources.
3. Created a comprehensive data warehouse design based on reporting requirements.
4. Designed a data transport process (ETL) to migrate data into the data warehouse.
5. Configured metadata using a state-of-the-art BI/Analytics tool.
6. Designed customized scorecard and key performance indicators (KPI) in a dashboard view.

Result:

The Versa Shore team delivered the executive reporting platform under budget, two weeks ahead of schedule while exceeding management's expectations.