

### CLIENT NAME

- Community Banking Leader

### PROJECT NAME

- Dashboard and Business Intelligence

### MICROSOFT FOCUS



- Application and Data

### PRODUCTS

- Microsoft Office 365
- Bit Titan
- Microsoft Exchange Server 2008/2012/2016
- PowerShell

### NUMBER OF USERS

- 10,000 Employees

## OVERVIEW

The story of this client is one of commitment started by their founders, an intense dedication to focusing on the customer above all else. This philosophy has remained the same during our growth from a small bank to a network of community banks able to provide a complete range of financial services.

## PROBLEM

The Client needed a centralized Dashboard and Business Intelligence solution to provide proactive operational data to reduce the amount of potential outages in the environment.

## SOLUTION

FyrSoft deep expertise in translating vast amounts of operational data into business intelligence using both proprietary tools and Microsoft BI solutions. This solutions was compromised of both.

The most essential phase in building an operational dashboards is to identify all the data sources that the dashboard would be consuming. Once the data sources are identified, understanding what data and tables should be consumed from each source is the next step. As the data is examined FyrSoft and the Client worked together to understand what questions are needed to be asked and how the data can answer those questions to provide a proactive view on the environment both holistically and provide the ability to drill-down into the specific problem.

Understanding the User perspectives of the data was also a key strategy in developing the Dashboard solutions. Once we were able to identify this as well, we were able to develop wire frames and whiteboard out all the dashboard templates views and corresponding data that was required to provide the correct level of information at the precise time. At this stage, the only left to do was to build the dashboard in both FyrSoft WebTop solution and Microsoft Power BI to allow different views of similar datasets for the different audiences.

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