



RESULTS

- Troubleshoot performance
- Improve efficiency
- Effective tracking of issues

INDUSTRY: Service

COUNTRY: United States

TECHNOLOGY ENVIRONMENT

- Tableau Desktop 10.2
- Tableau Server
- Oracle 12c
- ServiceNow

Performance Analytics and Reporting using Business Intelligence

Client

- Global leader in client services, headquartered in the US.

Business Requirements

- Perform analysis of the issues logged in the ServiceNow tool
- The analysis was performed using Tableau visualization tool where various visualization and dashboards were created to track the issues in ServiceNow
- Created Monitoring Dashboard to track the number of issues logged, resolved and pending
- Various Analytics for the Top Issue resolved by categories, the Average time per issue resolved by category were created
- Create various dashboards for performance tracking and deploying the reports to Tableau Server for analysis by Management.

Scope of Services

- Track the Performance of IT Team
- Troubleshoot the performance issues and present finding to management
- Dashboard creation for issues tracking in ServiceNow

Solution Highlights

- Futran Solutions developed Tableau Dashboards to present the performance of the IT Team to management
- Futran Solutions performed troubleshooting and improved the output of IT Team by tracking the activities