High-frequency data writeback in Power BI

Case Study

Industry: A Customer Engagement (CX) technology solutions provider
Location: US
Employees: 23,000+

Business Challenge:
The firm was capturing business forecasts from multiple users and this process used a manual, Excel-based solution. There was an urgent need to automate this process and perform near-real-time writebacks.

Solution:
Leverage Inforiver on Microsoft Power BI for
- Data input driven forecasting
- Checklist recordkeeping
- Reporting & analysis
- Database writeback

Inforiver Feature Highlights:
- Data input field types – numeric, text, dropdown, checkbox, comments etc.,
- Data writeback to MS SQL server
- Writeback polling

Outcomes:
The solution delivered utilized writeback polling mechanism that enabled the firm utilize writeback ~38,000 times till date with peak output of one writeback every minute.

Aaron Glover
Senior Vice President, Workforce Management & Analytics

“Infiver has solved a problem that has existed in the D&A industry for as long as it has existed – It enables both the distribution AND intake of business-critical information all in a single ecosystem. Allowing users to supply critical, human retained information and context while they are consuming BI content has allowed for the capture of new data that was previously inaccessible.”