

High-frequency data writeback in Power BI



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.,
 - Table report layout
 - 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.

The screenshots show the Inforiver interface. The top screenshot displays a dashboard with filters for Audit week, OM, TM, Client, Campaign, Site, and Audit Finding. Below the filters is a table with columns: Week, Emp ID, Name, AA, BB, Audit, Count, Primary Driver, Coached, and Comments. The table shows various audit entries with counts and status indicators like 'Valid and Approved', 'Internet Issues', 'System Issues', and 'Sickness'.

The middle screenshot shows a table with columns: forecast_file_name, Tab, Country, Program, Revenue in Millions, Forecast Country, and Forecast Site. It lists multiple forecast entries for FY23 and FY24 across different tabs and countries.

The bottom screenshot is titled 'Writeback Logs (12345)' and shows a table with columns: ID, Report, Page, Environment, Destination, Duration, Shared By, Shared At, and Status. It lists several successful writeback operations with durations ranging from 14 to 25 seconds.

“Inforiver 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.”

Aaron Glover
Senior Vice President, Workforce Management & Analytics