

Solution Overview

Industry

Food and Beverage

Company Profile

A leading multinational in the business of Quick Services Restaurant. The Wireless sensor networks installed in various regions of its drive through facility captures vehicle times in various zones and sends it to the operational data base.

Benefits

- Improved Customer Service and Operational Efficiency
- Transparent Service Level Compliance with Performance scorecards and dashboards
- 100% offshore leverage with Fixed Price Work as high as 90%
- Robust & flexible Maintenance
- Analytical Information System to identify operational efficiency and drive strategic decisions

Technology Used

- SQL Server Integration Services (SSIS)
- Microsoft SQL Server 2008
- SQL Server Analysis Services (SSAS)
- Microsoft Visio for Architects
- Microsoft Office SharePoint 2007
- Performance Point Server 2007

Partner



Congruent Info-Tech Pvt. Ltd

www.congruentindia.com

Client selected Congruent as their partner for developing and implementing Data Warehousing and Business Intelligence

Client Situation

- Need for an integrated view of information to enhance analysis and decision making
- Trend Analysis across different locations and at sub regional level
- Track, Monitor and Address Service compliance benchmarks
- Improve Customer Service and Relationship
- Enable Analytical decision making to improve operational efficiency
- Redefine Customer Satisfaction and Service Level timings

Congruent's Solution

Design, Development of

- Vehicle Time Track Data Warehouse
- Reporting, Analytics and Performance Management

100% Offshore model

- Design, development, implementation and support in offshore model

Support & Maintenance of

- Service Level Compliance Analysis
- Management Information and Data Analysis System

Key Challenges

Data Capture System - Information such as facility data, owner information, application type, placement date and GPS coordinates are transmitted back to transaction systems, through a standard RS232 serial port for enhanced resource management.

Key Metrics

- Locations – 45
- Warehouse – 9 TB
- Users – 100
- Load – Daily 2 million records