High-frequency data writeback

Lumel

ibex.

Industry:		Location:	Employees:
A Customer Engagement (CX) technology solutions provider		US	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 Highlights:

→ Data input driven forecasting

→ Checklist recordkeeping

→ Reporting & analysis

→ Database writeback

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.