

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 utilized a writeback polling mechanism that enabled the firm writeback ~38,000 times to date with a 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 audit results for various employees and weeks, with counts and primary drivers like 'Vako and Approved', 'Internet Issues', 'System Issues', and 'Sickness'.

The middle screenshot shows a table with columns: forecast_file_name, Tab, Country, Program, Revenue in \$/line, Forecast Country, and Forecast Site. It lists forecast data for various files and regions.

The bottom screenshot shows the 'Writeback Logs (12345)' interface. It includes a search bar and filters for Report, Started by, Environment, Destination, and More. Below is a table with columns: ID, Report, Page, Environment, Destination, Duration, Shared By, Shared At, and Status. The table shows a list of writeback operations, all with a 'Success' status.

“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