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
- → Reporting & analysis

→ Checklist recordkeeping

→ Database writeback

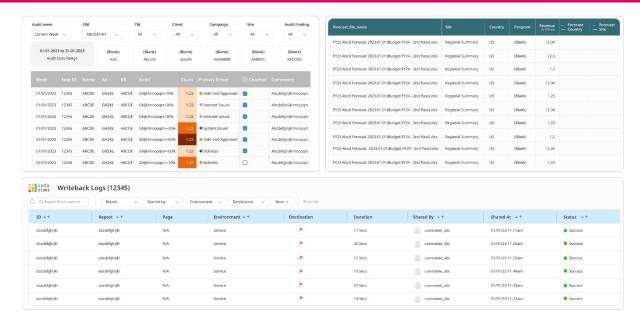
Inforiver Feature Highlights:

- → Data input field types numeric, text, dropdown, checkbox, comments, etc.,
- → Data writeback to MS SQL server
- → Writeback polling

→ Table report layout

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.



"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