

BUSINESS INTELLIGENCE SERVICES

PROKARMA EXPERTISE IN BUSINESS INTELLIGENCE

ProKarma can help you assess your organization's readiness for a business intelligence initiative to increase your competitive position.

We offer:

- *Initial Discovery, Assessment, Development and Support*
- *Data Warehouse design*
- *Data Integration and Cleansing*
- *Multidimensional OLAP Cubes*
- *Predictive Analytics – data mining*
- *Analytics and Reporting – Create reports and visualizations using the latest technologies in SharePoint, Reporting Services, PerformancePoint, Power Pivot and Power View*

PROKARMA APPROACH

Our team of expert consultants will work directly with you to identify challenges, determine a solution and implement it using industry best practices.

Our agile approach to all Business Intelligence initiatives focuses on four key areas: design of data mart, load of data (ETL), aggregate of data (olap cubes), and reporting.

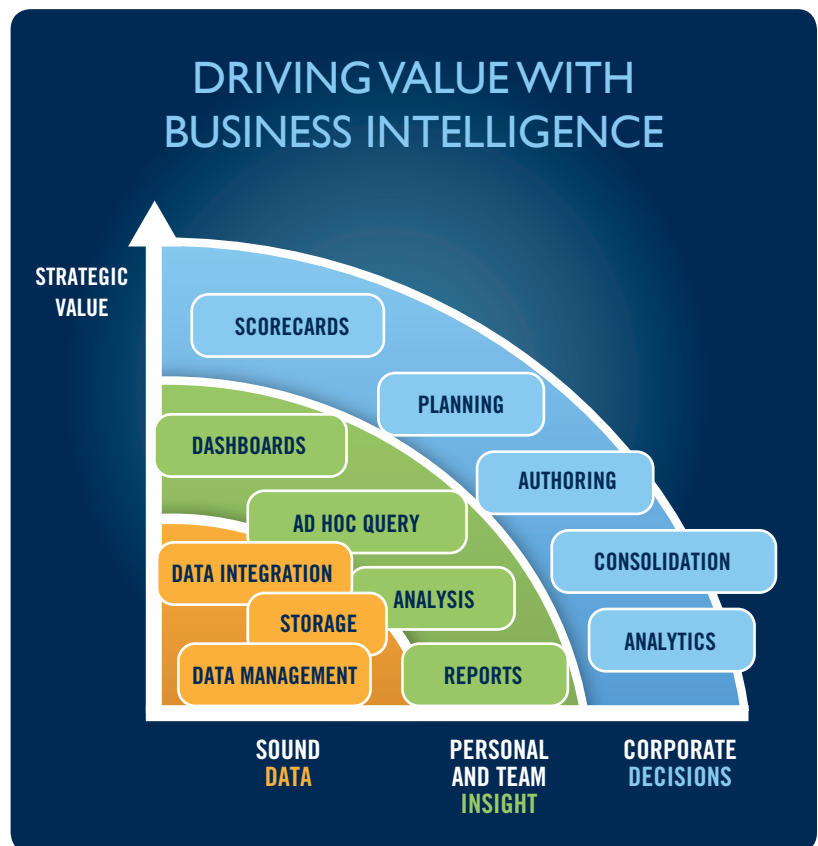
This approach allows us to effectively manage and quickly and consistently generate value.

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Driving Better Decision-Making with Business Intelligence

A Business Intelligence initiative can help your organization create infrastructure to transform raw data into information you can use to measure company performance.

The people and processes that govern your data are critical ingredients for making the right decisions. Data quality and stewardship combined with the right governance model for your organization will bring the right people and processes together to ensure you are making the best decisions possible based on timely and accurate information.



CLIENT SPOTLIGHT:

CALL CENTER SERVICES COMPANY

Challenge

The largest education only call center services company was seeking to implement business intelligence solutions to enhance analytics, reporting capabilities. Legacy reports were produced on transactional databases causing performance issues, delay in reports delivery, unable to create KPI's, dashboards and predictive analytics.



Approach

ProKarma was selected as the partner to help spearhead the initiative to implement an Enterprise BI system. ProKarma mobilized a multi-year project with an onshore/offshore team to implement the following:

- *Designed and developed Data Warehouse with ODS and Multi-dimensional data model.*
- *Created complex ETL packages to load data from telephony system (13), 40+ lead campaign databases, CRM, Larson HR system and external files using SSIS.*
- *Created lead performance and agent performance OLAP Cubes using SSAS, MDX*
- *Created client specific complex reports, dashboards using reporting services, crystal reports.*
- *Delivery of client reports via web portal as a self-service tool, dashboards etc.*

Outcome

- *Multi-tenant Data warehouse system for enterprise reporting and analytics purpose.*
- *Adding new client's data into warehouse is just a configuration change.*
- *Personal BI for business team to create ad-hoc reports, dashboards and analytics.*

ABOUT PROKARMA

ProKarma delivers integrated technology and business process outsourcing solutions for over 150 global leaders in a wide range of industries and markets. ProKarma is headquartered in Omaha, Neb., with sales and delivery centers in the U.S, India, Argentina and Peru. ProKarma was ranked as the fastest growing IT services company in America by Inc. 500.

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