

BUSINESS INTELLIGENCE DASHBOARD

CHALLENGE:

Data that provides insight into customer satisfaction, service backend health and overall sales performance usually is scattered across different sources. Due to fragile nature of subscription based business, not knowing every day at all times all these factors and their relationship to business results can lead to losing your business.

SOLUTION:

AGS provides an aggregated, cloud based reporting engine that collects data from CRM, ERP, ITSM, infrastructure management and other systems, providing single metric "customer satisfaction factor" that is calculated in predictive analysis on service performance data.

OUR ADDED VALUE:

- Predictive analysis of your customer satisfaction and business performance forecast
- Single pane of glass across all metrics
- Drill-ins for specific KPIs and alerts in order to perform corrective actions

TO ARCHIVE THAT WE UTILIZE:

- Cloud based reporting portal
- Centralized on premise data aggregation agent
- Business intelligence processing backend
- Modular approach

OUR DIFFERENTIATORS:

- Predictable monthly pricing
- Focus on end user satisfaction
- Focus on ISVs
- Understanding of subscription and consumption based SaaS economy
- Optional end-to-end managed and professional services available