

# GENERATING POWERFUL BUSINESS INSIGHTS THROUGH AUTOMATED MIS REPORTING

## ▶ Customer Story | Technology Outsourcing



## CLIENT

Global outsourcing and  
technology services provider

Presence in 44 locations  
in 9 countries

Leader in the IAOP  
Global Outsourcing  
100 List 2018

The company is a leading global business services provider of customer experience management with a 30 year legacy. Present in 44 locations across 9 countries and with over 40,000 employees, the company manages almost half a billion customer interactions every year for over 150 clients across diverse sectors. The company has been recognized as a Leader in the IAOP Global Outsourcing 100 List 2018, and is also included in Gartner's Market Guide for Key Customer Management BPO Service Providers 2018.

## CHALLENGE

Manual MIS reporting

Limited analysis and  
insight generation

Lack of a singular  
view of data

So far, the company's MIS reporting was manual, which was time consuming and error-prone. Moreover, data integration from multiple reports that were core to gaining insights for company's business growth was difficult too and tedious in nature. Multiple analyses like Repeat Caller analysis, Common Folio analysis, Comparative analysis for teams, etc. were not possible. No ad-hoc reports could be generated. The company needed a combined dashboard that could give a singular view of all the data from multiple reports.

# SOLUTION



QlikView is a proven, market-leading data discovery product that offers rapidly developed, highly interactive guided analytics applications and dashboards, purpose built for business challenges. QlikView provides comparative analysis, allowing users to select multiple sets of data for direct comparison. This makes it easier for users to gain new insights into relative performance against benchmarks and standards.

## BENEFITS

Automated  
report generation

Powerful business insights  
via multiple analyses

Qlikview eliminated the need for manual MIS reporting, with faster and accurate report generation. Comparative analysis was made possible across multiple dimensions. Repeat caller Analysis and Common Folio analysis were possible and proved very effective to address the issues of callers trying multiple times and through multiple channels to reach the agents. Useful insights like number of callers lost in IVR tree and number of registered callers could also be generated. Qlikview provided a consolidated dashboard for viewing data from multiple reports while ad-hoc reports could be generated as well.

## ABOUT QUOSPHERE

Quosphere provides innovative solutions in the areas of Business Intelligence, Big Data, Data Visualisation, Analytical Frameworks and Cloud Technology. Our services are focused on helping organisations translate the effectiveness of Big Data & Machine Learning technologies into great business impact.

We are a Qlik partner and have delivered multiple projects for our customers. We excel in bespoke solutions based on your requirements apart from end-to-end integration of connecting Qlik with enterprise data systems to help companies get the most value from their new and existing data.

## GET IN TOUCH WITH US

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