



A Robust Business Intelligence  
Tool for a **USA-Based Large  
Medical Manufacturer**



## About Client

The client is one of the biggest medical equipment manufacturers in the U.S. Based in Columbia, South Carolina; the client also provides radio frequency identification (RFID) technology and software development systems for healthcare institutes.

A photograph of a rock climber in a black tank top and brown shorts, wearing a climbing harness and using blue carabiners to ascend a grey rock face. The climber is positioned on the right side of the frame, reaching up with their right arm. The background shows a blurred green forest.

## Business Challenges

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- Inability to service multiple customers' accounts simultaneously.
- Difficulty in identifying business risks and departmental efficiency.
- Failure to capture data from multiple sources and accounts.
- Challenges due to improper Data Management and Governance.
- Delayed decision-making due to lack of accurate data



## Solution Provided

- Developed a tool for the end-user to create charts and reports using a query builder.
- Enable users to publish reports to other users within the organization.
- Developed a multi-tenant application with different databases for customers.
- Fully configurable analytical dashboards for efficient decision-making provided to the client.
- The scalable solution is extendable to client's healthcare customers (hospital data management)



## Business Benefits

- Enabled users to quickly create data visualizations and reports by virtue of pre-designed charts, thereby improving user productivity.
- Attractive dashboards and visualization within the tool enabling informed decision-making by virtue of data analysis & visualizations.
- Efficiency in servicing all customers by virtue of data analytics resulting in customer retention and repeat business.
- Empowered users to configure data and chart properties, enabling users to identify and eliminate business risks.
- User-defined dashboards and visualizations enabled the identification and elimination of business risks.