

CASE STUDIES



Utilities

BI SERVICE

LIST SYNC

CHALLENGE

Working in finance, as well as helping to resolve issues, Michael also sends his customers an issue status report every week. This detailed report is collated in Excel individually for each customer and emailed individually to them. The reporting process had become unmanageable, taking up nearly just as much time as getting issues resolved.

SOLUTION

Michael's issue is not uncommon and was the perfect candidate for our support ticketing system, which uses a SQL database to store the issue and customer contact data, then generate reports. So we created an SSRS report for BI Service and a data driven subscription.

RESULT

This flexible reporting solution means Michael's customer issue status reports are now completely automated. This has saved him numerous hours of tedious work each week and enabled him to get back to helping his customers.