

Development of Cloud based Next Gen NPS Prism Product



Client Overview

The Client is a leading consulting firm headquartered in US providing integrated expertise with a vibrant ecosystem of digital innovators to deliver better, faster, and more enduring outcomes.

Business Requirements

- Design and develop a standardized/ scalable data model which can cater to perform Survey data analysis.
- Build a Presentation layer in the Database with existing files to feed Tableau for developing Dashboards / Rep.
- The client had different codebase for each Instrument/category which involved huge man efforts to organise the data for providing Analytics/Insights using Tableau.

Indium Solution

- Designed and implemented a robust data model that collects the data in multiple formats, process them and display them in Dashboards using Tableau
- Implemented Ingestion workflows to pickup the server downloaded data and push it to AWS S3 data store where Alteryx transforms them to curated data store
- Using Alteryx data pipelines, Dimensional and fact layer (NPS data mart) was populated for each category
- Tableau dashboards/ Insights for Survey data was built using the optimized layer

Business Impact

- Automation in Survey data extraction and storage in data lake.
- **10X** efficiency in Dashboard performance compared to older versions
- Achieved **80%** reusability of functional modules for quick processing and results



Tools



Amazon
EC2



Amazon S3



PostgreSQL



tableau



ALTERYX



Jira