# HCLTech | Supercharging Progress™

# Building a global operations dashboard for a leading credit bureau organization

Transforming executive insights with a design-led, data-driven approach for a comprehensive performance overview

A world-leading credit bureau and consumer credit reporting company, handling information on over 1 billion people and businesses, lacked a global operations dashboard for their C-level leadership to assess the company's performance and health. HCLTech partnered with the client to build an engaging dashboard that showcased high-level KPIs, allowing executives to drive success and address potential issues. The design-led, data-driven approach delivered an intuitive experience and streamlined reporting processes, improving overall quality and accessibility.

## The Challenge:
# Creating a comprehensive global operations dashboard

The client lacked a unified platform for senior executives to access streamlined, clear data essential for making vital business decisions aligned with high-level goals. The challenge was to consolidate global data across multiple streams, identify common metrics and mitigate risks associated with data sources, ETL operations, networks and tools.

## The Objective:
# Develop an engaging platform for actionable executive reporting

HCLTech aimed to build a Global Operations Dashboard to analyze global health, compare progress against previous quarters or years, and support informed decision-making. We proposed a design-led, data-driven approach to model data and create engaging dashboards-providing an intuitive experience for the client.

## The Solution:
# Implementing a design-led, data-driven approach for high-performance executive insights

HCLTech, collaborating with the client's preferred BI platform, Tableau, utilized advanced design strategies and Tableau Prep for data modeling to create highly engaging and effective reports. To overcome challenges and streamline processes, we defined KPI metrics for all processes and services, designed self-service data and reporting platforms, SLA and performance metrics and automated reports. We also created custom and engaging Tableau visualizations with a persona-driven experience, incorporated image overlays as self-service help for users navigating dashboards and offered deep insights for decision-making. Lastly, we scheduled sync for data extraction from source systems and data cleansing without manual intervention.

## The Impact:

# Improved Quality, efficiency and accessibility

The collaborative effort resulted in solutions and competencies that the client could leverage from any location. The solution provided by HCLTech helped the client team streamline and automate reporting processes with Tableau, leading to an improvement in overall quality. Automated BI requests with history, rollback and better collaboration significantly reduced human intervention in generating executive reports. Data from select objects for relevant groups were ingested into the data lake and reporting was moved to the Digital Intelligence Tableau server. Users across the organization could access operations dashboard and show-back reporting via Tableau, ensuring easy accessibility of reports without manual dependency.



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