

Managing Growth with MAaaS (Managed Analytics as a Service)

Customer Case Study - A leading specialty chemicals company



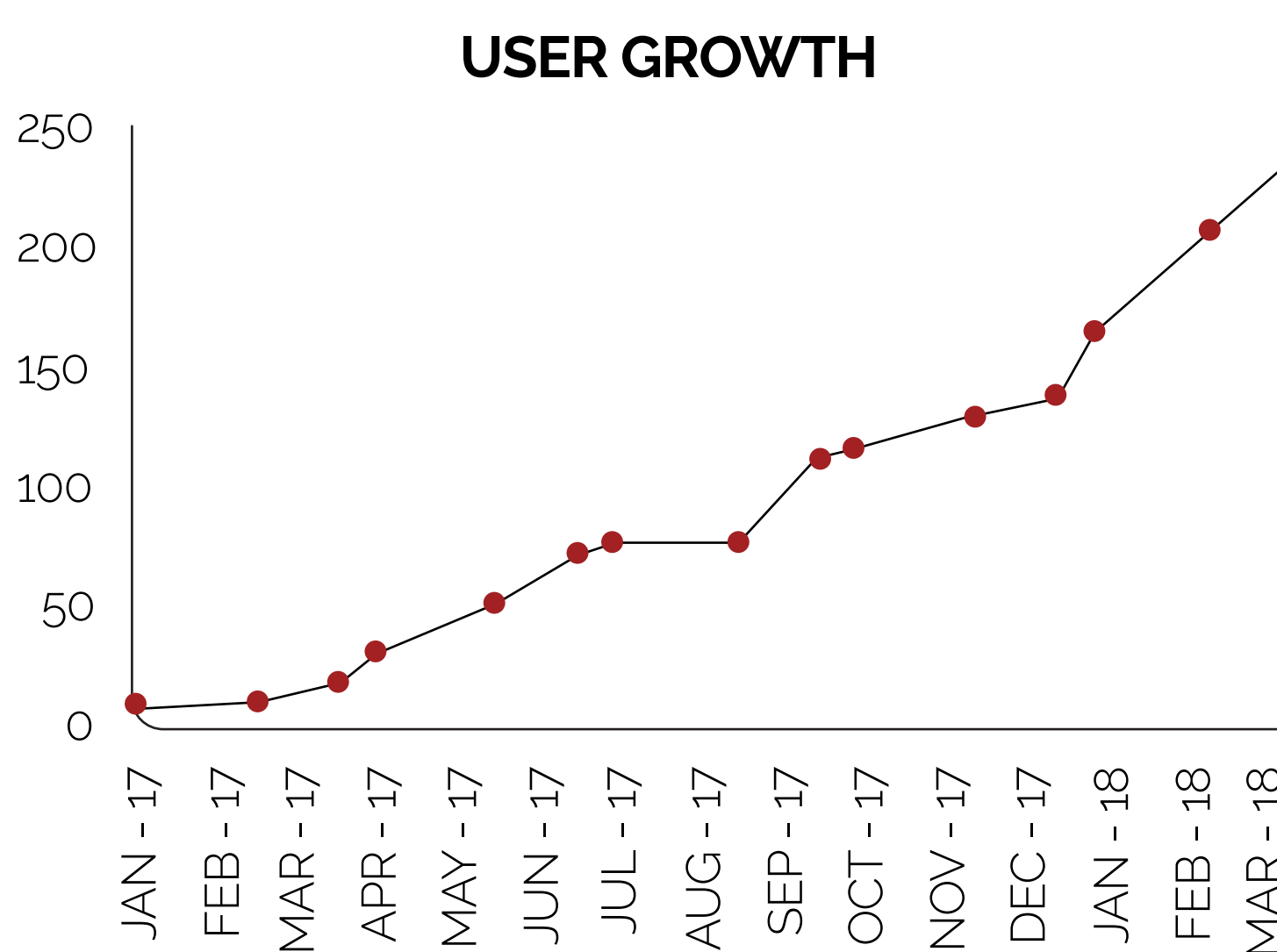
Customer Challenges

- Large oil & gas division with worldwide operations
- High visibility of a larger product sold by the company combining data from various sources including IoT sensors
- Customized dashboards in line with company's graphic guidelines
- Scalability of the environment based on project growth
- Low tolerance for issues due to direct impact on product perception



Solution Provided

- Custom built Ticketing System to support MAaaS & MDP offerings in terms of issue response & resolution
- User-friendly online system, accessible 24x7 by authorized users
- Server environment deployed & managed on AWS virtual machines for adaptability & ease of maintenance
- Regular health check of environment to anticipate potential issues



Impact of Solution

- Exponential user growth month over month
- No unplanned downtime since launch of project in 2016
- Increase in MAaaS hours from 40 hours a month to 40 hours a week
- Expert database management for efficient change requests or issue resolution
- Launch of a side project parallel to this one
- Implementation & deployment of solutions in terms of ETL to respond to new requirements



Technology Used

