

Tiger Analytics enabled a **global manufacturer to gain full supply chain visibility** through an all-inclusive Power BI dashboard



Tiger Analytics created a Data Foundation layer to manage business-critical supply chain KPIs across all business units and manufacturing sites. It enhanced data scalability, flexibility and governance while providing reliable generation of Advanced Analytics and Insights. The solution helped identify eight flagship KPIs with relevant operating levers.

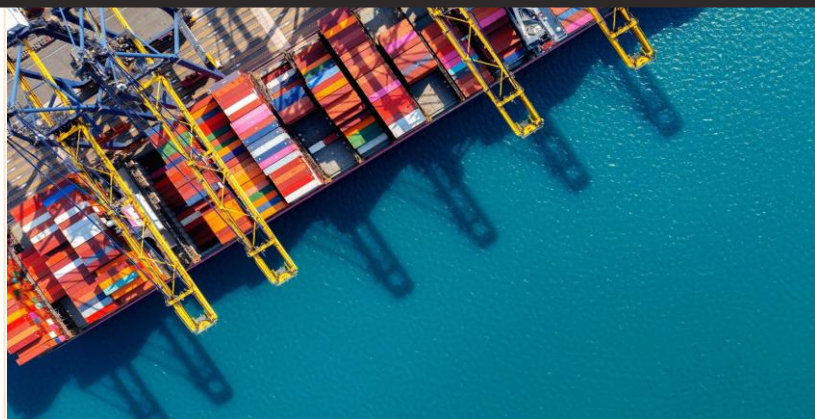


# The Background

Our client is a global Manufacturer of HVAC systems, commercial refrigeration, food service equipment, as well as fire and security products. They had disparate data sources with a lack of consistent, high-quality data. Hence, the client wanted to enable end-to-end visibility across the supply chain, covering pillars such as Plan, Source, Make, and Deliver. They were also looking for dynamic dashboarding and reporting capabilities to make the process faster and smarter.

## Key Challenges

- ❖ **Lack of centralization:** There was no centralized reporting, depriving users of a unified view that could offer contextual insights.
- ❖ **Localized metrics:** Different business units operated with their own localized metrics.
- ❖ **Data quality issues:** Disparate data sources led to inconsistencies and poor data quality, with reliance on manual data extraction.
- ❖ **Static reporting:** The dashboards and reports were static and did not offer real-time updates.



# Our Solution

Tiger Analytics developed a **Connected Analytical Data Foundation** layer to ensure the monitoring and reporting of key supply chain metrics.

The team conducted **Empathy Sessions** to understand key personas and existing KPI definitions/calculations. **Design Thinking Workshops** followed it to prioritize KPIs based on business value and implementation complexity.

The team also performed **Data Engineering** and held business SMEs-specific sessions to understand data definitions, source identification, and source-to-target mapping. Initial wireframing was developed before creating the prototype and incorporating end-user feedback.

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## Tech Stack

\ AWS

\ Snowflake

\ Power BI



# Value Delivered

**Eight flagship KPIs were identified** with relevant operating levers during the solution design workshops.

**An all-inclusive Power BI dashboard was created** to monitor 30 level-1 and 50 level-2 metrics.

Contextual insights were provided, **enabling a deeper understanding** of the factors contributing to enhancing customer service across various pillars.



## About Us

Tiger Analytics is a global leader in AI and analytics, helping Fortune 500 companies solve their toughest challenges. With over 4000 data technologists and consultants spread across offices in the US, Canada, UK, India, Singapore and Australia; we help our customers accelerate their AI and analytics journey in sectors like CPG, Retail, Insurance, BFS, Manufacturing, Life Sciences, and Healthcare. Tiger Analytics is a Great Place to Work-Certified and a 'Leader' in the Forrester Wave: Customer Analytics Services Report 2023.

Visit <https://tigeranalytics.com> to see how Tiger Analytics provides certainty for a better tomorrow.