Efficient Performance Monitoring with iDashboards

CUSTOMER
Ooredoo is a leading international communications company delivering corporate managed services to consumers and businesses across markets in the Middle East, North Africa and South-East Asia. Ooredoo in Kuwait is a member of Ooredoo Group, which commercially launched in 1999. The company provides mobile, broadband internet and corporate managed services tailored to the needs of customers and businesses.

CHALLENGE
Guided by a vision of enrichment, growth and potential, Ooredoo needed to ensure the highest quality experience for their client base. Ooredoo realized the way to achieve this was by monitoring important performance KPIs, creating the need for a solution that would allow managers to view and interact with these metrics in real-time. To rollout a successful implementation and encourage continued user adoption, Ooredoo needed a product that allowed for quick and easy development with a user-friendly interface requiring minimum training for end users.

SOLUTION
After researching multiple business intelligence options, Ooredoo selected iDashboards Enterprise Suite and iDashboards Web License for their data needs. They were drawn to iDashboards because of the efficient and simple development process, as well as its ability to be completely user-friendly. With valuable metrics coming from both Oracle and Seibel systems, iDashboards was able to take all of Ooredoo’s performance management KPIs and present them in a way that could be viewed and comprehended efficiently.

RESULTS
From the staff to VP level, Ooredoo now uses their dashboards to track summarized KPIs in the finance, sales, inventory, marketing and corporate management departments. Daily use of their dashboards has created a better monitoring system for all company KPIs and metrics, providing transparency through accurate summaries of various promotions and actions implemented. With 80 current users and growing, Ooredoo plans to expand their iDashboards implementation throughout the company, promoting increased productivity and data-driven decisions.