# Case Study: Reporting Dashboard for Live Uptime Centre

As part of the launch of the OEM brand, the OEM are aiming to be the first Light Commercial Vehicle OEM to have an "Uptime Centre". This project supports developing a "live" dashboard of metrics from numerous different data sources centered around Commercial Vehicle uptime. This dashboard was developed to be displayed on a ~10 meter "power wall" within the Uptime Centre.

**AUTOMOTIVE**

**ESSEX UK**

**12 MONTHS**

**7 PEOPLE**

## Our Approach

Two workstreams to develop value

**Our Workstreams**

1. Regular governance established to ensure continued progress sprint to sprint.
2. Consolidate and agree requirements.
3. Review technical architecture.
4. Creating implementation plan.
5. User interviews.
6. Dashboard UX design.
7. Refining data to the most impactful metrics.
8. QlikSense development.
9. Launch and embedding.
10. Development of real-time data pipelines.
11. Re-focusing on BEV products.
12. Refining and cleansing of data.
13. Hardware selection.

## Our Impact

**Live Status Updates**

150,000

Vehicles

**Average Vehicle Uptime**

98%

Avg Vehicle Uptime

**Powerwall Created**

25

Metrics Agreed

13

Data Sources

17.52m$^2$

Continuously Displayed Screen Area

**Implemented Initially Across**

211

Dealers

5

Countries

"You have really helped us get clarity around our complex requirements and helped us put a framework in place"

***Uptime Centre Manager***

**Engagement Cost**

£250K

QUICK RELEASE

AN ALTEN COMPANY

## 1. Challenge & How We Resolved It

Engagement → Definition & Requirements Gathering → Requirements Agreed → Design & Development → Productionise → GoLive → Embedding → Handover

**Our Workstreams**

**Regular governance established to ensure continued progress sprint to sprint**

**Consolidate and Agree Requirements –** Worked with Stakeholders to get a clear list of reporting requirements then translated these into user stories for development with fully defined unit tests whilst maintaining alignment with high level stakeholders.

**User Interviews –** Interviewed 30 stakeholders around the business to understand which metrics support them and the business context of their team

**Review Technical Architecture –** Understand what data is available, what ways to access data is there and what is the data refresh rate for each source. End to End process maps created to visualise IT architecture

**Creating Implementation Plan –** Created and agreed implementation plan to move from basic concept through to embedding and handback to client BAU team.

**Dashboard UX Design –** Creating the high level design/UX of the dashboard and ensuring the overall story and readability of each individual metric

**Refining Data to the Most Impactful Metrics –** Working with existing data sources to map and create data pipelines for each metric. Creating a beautiful and impactful visualisation for the metric that draws the eye quickly to the key information and supports quick business decisions.

**Qliksense Development –** Project was required to use Qliksense due to client restrictions. Translating all metrics into Qlikview provided significant challenges

**Launch and Embedding–** Moving from agreed design concept to productionised product.


**Development of Real Time Data Pipelines –** Moving from manual / semi-automated analysis to self sufficient data pipelines that can be easily managed by client IT teams

**Re-Focusing on BEV products –** Changes to corporate focus resulted in a requirement to change the metrics to be able to focus on specific customers deemed "critical" to the business.

**Refining and Cleansing of Data –** Team understood that for the embedding of the new reporting to function, it would need to be cleansed and refined during the embedding process to support the agile feedback of those using the live data.

**Hardware Selection –** Supported selecting hardware and tailoring dashboard to available options to make informed choice of hardware

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Dealers

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Countries

**Team Size**

7 Person

Variable Project Manager, Analyst and Developer Team

**Engagement Cost**

£150k

QUICK RELEASE_

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