

# 360 CUSTOMER VIEW WITH AZURE & POWER BI

TURN YOUR CUSTOMER DATA INTO ACTIONABLE INSIGHTS IN ONLY 50 PERSON DAYS

The 360 Customer View is a productive, robust, scalable and agile data platform that will give you intuitive and transparent customer data insights. Gain business-critical knowledge about the status, potential and prospects of your customers from distributed and heterogenous customer data and get to know your customers better than ever before.



## YOUR BENEFITS

Based on your individual predefined Key Performance Indicators (KPIs) and metrics we create your 360 Customer View as an end-to-end solution of integration, consolidation and visualization.

We extract the data from three source systems (CRM, ERP and others, such as Excel or any RDMS-based application).

This provides you with a decoupled and agile cloud-based architecture where future sources can be easily integrated.



## THE 3 STEPS TO BUSINESS INTELLIGENCE

### PHASE 1

- Setting up the Azure subscription with all required resources including Azure Data Factory, Azure SQL Single DB etc.
- Initial load and synchronization of the data for you 360 Customer View needs.
- Preparing the Data Warehouse with the right normalization form for analytics.

### PHASE 2

- Creating a tabular model in Power BI for the 360 Customer View reporting.
- Building the necessary KPIs and measures in the tabular model.
- Building and publishing the basic Power BI reports for the 360 Customer View business case with all the necessary tables, KPIs, visuals and filters.

### PHASE 3

- Providing an onsite/online training with a group of selected key users (max. 5) to explain how to use basic dashboards and how to create your own reports based on the 360 Customer View model.



## WHAT DO WE NEED FROM YOU?

- An Azure subscription
- Resource group
- Required licenses
- Access and authorization for sources and destination
- Dedicated person(s) for support

The project deliverables are clearly defined at the beginning of the project and remain within the 50 person days budget\*.

*\*The 50 person days are valid under the condition that the customer gives the required source permissions to be evaluated within the Azure subscription.*



## CONTACT US



**FABRICE BERREZ**  
*VICE PRESIDENT DATA&AI*



**MARIO PUFAHL**  
*CHIEF SALES OFFICER*



## ABOUT DIGITALL

We are DIGITALL – a digital leader born from two technology and business driven consulting companies with more than 20 years of success and experiences on the global market. By joining forces, we deliver the next generation Digital Transformation & Digital Cloud Experience to enterprises. We digitalize and protect customers, employees and data. Our customers rely on us to transform their core business processes in a secure way in the digital world. And we achieve this by leveraging best-in-class partner technologies and own innovative solutions, implemented by experienced teams. In this way, we empower our customers to be among the leaders in their industry and scale globally.

Contact us today for a demo presentation or call to discuss your business case and digital goals. Write us at [discover@digitall.com](mailto:discover@digitall.com).

