

Tableau based Solution for an Auto Financing Sector

About Customer

Industry: National consumer credit, auto-financing department

Client is a national consumer credit and auto-financing department, based in USA.



Key Challenge

The financing organization was in need of a data analysis and visualization solution, that would help analyze their volume of data, spread across various geographies, analyze their Key Performance Indicators and provide them with visually appealing reports and dashboards, to empower them with enhanced decision making and better customer and server management.

BIZDataPro Solution

BIZDataPro implemented a custom Tableau Dashboard application with below features:

- Creation of more than two dozen workbooks that analyzed data for a variety of functions, across several geographic regions.
- Generation of KPIs, Server Administration analysis and IVR dashboard, including measurement of agent performance over time and across regional departments.
- A more inclusive visual experience through availability of different filters for flexible analysis through Tableau (which can be customized in the drop down menus to the right of the dashboard), graphs and measures.
- Tapped into the Tableau PostgreSQL database and created custom daily, weekly, and monthly usage analytics dashboards that allow our clients to better manager server load times and memory usage.

Tools and Technologies

- Tableau, PostgreSQL

Business Benefits

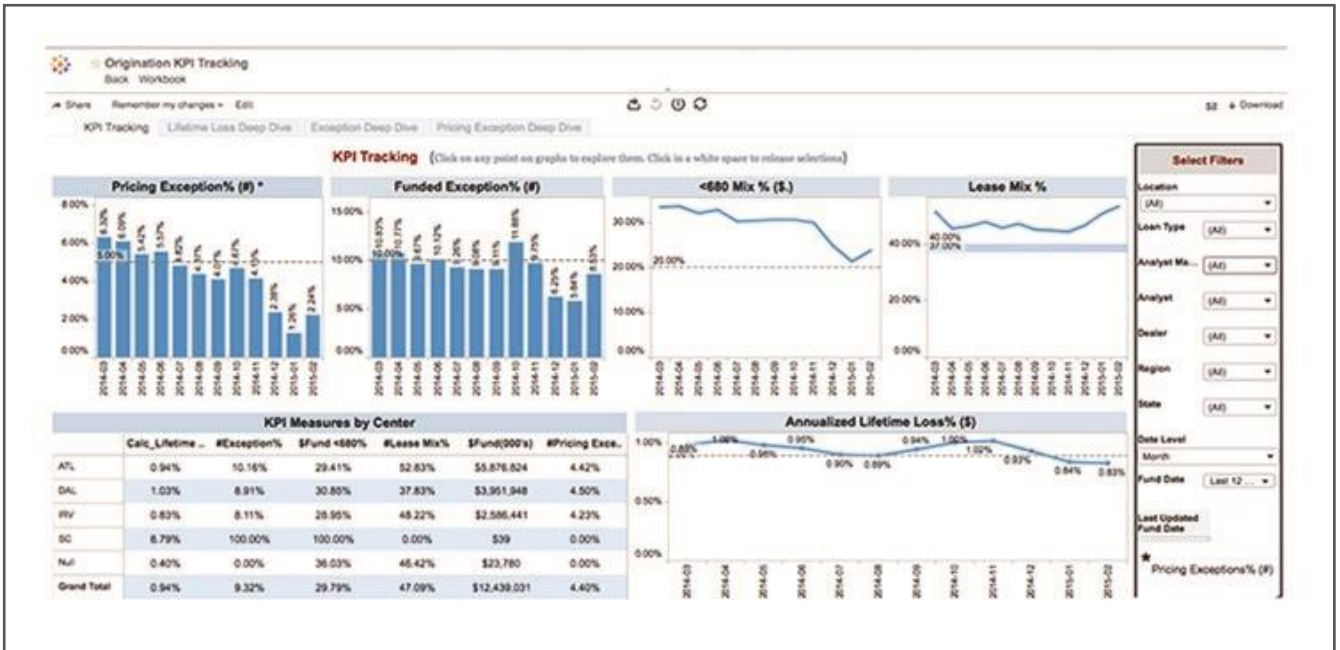
BIZDataPro's successful implementation of Tableau based solution helped the financial agency in meeting its goals.

- Visibility into the performance of the organization through Key Performance Indicators.
- Ability to measure and quantify performance at an early stage so as to enable management take better business decisions and determine an effective business strategy.
- Facility to know if organizations are hitting their KPIs or not.
- Seamless testing of a variety of scenarios in parallel.
- Tracking of Exception rates through Visualization, providing management with a clear understanding of the departments with respect to their KPIs.
- Capability to analyze multiple parts of the loan origination process including: Lifetime Loss, Sub-Prime Origination Quality, Exception Rate, and Return on Investment indicators.

- Dashboard to visualize and analyze credit underwriting processes and measure risk, demonstrating agent performance trends by regional centers, measuring agent time spent on financing calls, time logged on, time to pick up calls and other important customer relationship management metrics.

System GUI Screens

Key Performance Index



Server Administration



Interactive Voice Recognition

