Using Jadu and Microsoft Power BI
to unlock your data

Scottish Borders COUNCIL

methods

Challenge

So, you have used Jadu Continuum to digitise your services and create a great online self-service experience for your customers. **But now you need:**

Real insight into how your customers and staff are using the system.

Questions answered about channel-shift and process efficiency.

However, when it comes to reporting getting detailed transactional data out of the system involves manual extraction. As the number of processes grows, this becomes a significant overhead and you need data that is constantly kept up to date. Now you have a resourcing problem.

> If you've chosen Microsoft Power BI as your analysis and visualization tool, now is the time to unlock your data.

Unlock your data

Methods can show you how to automate your data extraction and get it into your Microsoft Power BI service, so you can start to leverage the insights that a tool like Power BI can give you. But don't stop with CXM data; combine multiple data sources.

Methods can help you

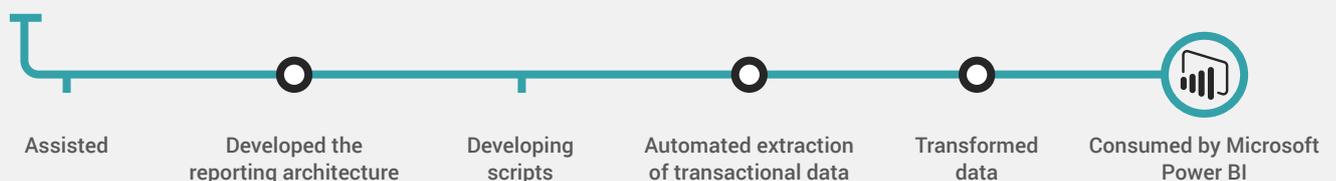| Microsoft Power BI	CXM	CXM			
Choose the right Power BI licencing model	Prepare your data in CXM to capture what you need	Automate the extraction of data from CXM	Importing your data into Power BI	Visualising and analysing data in Power BI	Expanding your data set to incorporate multiple sources

Case study
Scottish Borders Council

JADU

Assisted	Developed the reporting architecture	Developing scripts	Automated extraction of transactional data	Transformed data	Consumed by Microsoft Power BI

Methods assisted with developing the reporting architecture, and scripts that enabled automated extraction of transactional data from Jadu, transforming it into a format easily consumed by Microsoft Power BI. Scottish Borders Council now has a reporting architecture allowing Power BI report developers to create dashboards that enables the council to better manage the delivery of customer services and access timely and accurate data to improve services and customer experience.