Argano Case Study: Custom Analytics Dashboard Optimizes In-House Ticketing System

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aws partner network

Challenge

Argano offers managed services that focus on various aspects of infrastructure, industry verticals, on-premises and Cloud platforms. Clients generally utilize in-house ticketing systems like Jira, ServiceNow, and Clarity to log an issue, assign the issue to the Argano managed services team and track it for closure. In order to effectively assess and estimate the raised and resolved incidents, identify repetitive issues and share knowledge about common issues, there is a need to collate information from the clients's various ticketing systems, analyze the information, and extract key business KPIs and SLAs. Argano leverages the AWS platform to achieve this functionality. Custom dashboards are built to present the overall trend, volume of tickets per client, the type of tickets and their resolution time.

Solution

Argano has leveraged AWS QuickSight for the analytics to build the dashboards. At periodic intervals, data from the client's incident management system is extracted as a spreadsheet and uploaded to S3. Only data relevant to Argano is exported and uploaded to S3. If there are minor variations to captured attributes, an Apache-POI library is used to parse and normalize the Microsoft Excel spreadsheet and transform it into CSV files. An S3 bucket is configured as a data source to feed the QuickSight dashboard. A manifest file is used to configure the QuickSight data source to load all *.csv files that match the filter criteria as a source of data from the aforementioned S3 bucket.

The following data queries are built:
- Group duplicate records to find ticket age
- Pick the Record with the latest timestamp for current status
- Group Tickets per client
- Group Tickets per assignee
- Group Tickets per priority and status
- Aging Bucket analysis of tickets
- Visualize records on the timeline to analyze trends
- Estimate team-member load and bandwidth

Benefits

By using AWS QuickSight, Argano was able to set up and share dashboards quickly with clients. Argano is now able to analyze data and present the value-add to the client. It also makes it easy to onboard a new client with their own incident management system. Argano benefits as follows:

- Flexible solution that collates information from all clients and provides the ability to view it all in one place

- Easy-to-calculate KPIs and business SLAs from the dashboard

- Ability to share dashboard with clients to ensure maximum transparency

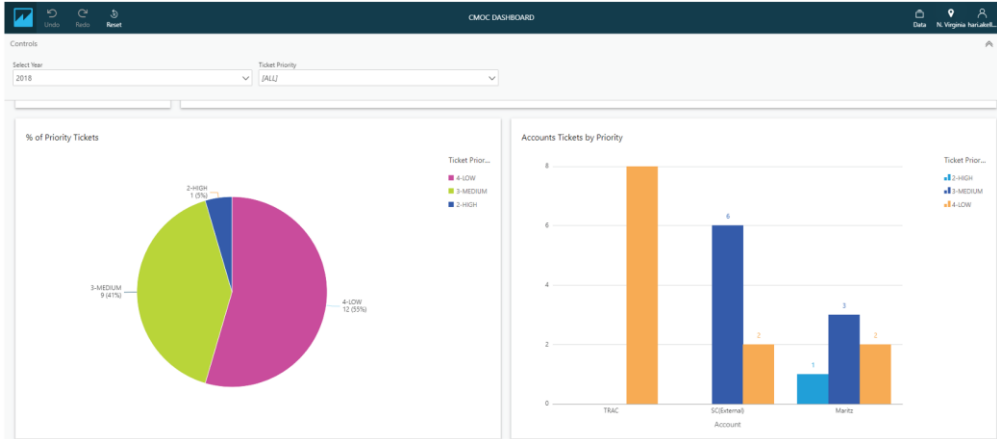- 100% Cloud-based solution without any dependency on on-premises storage and/or analytics tools

CMOC Dashboard

The CMOC dashboard was built to analyze data related to raised/resolved incidents, identify repetitive issues, trend of incoming tickets per client, etc.
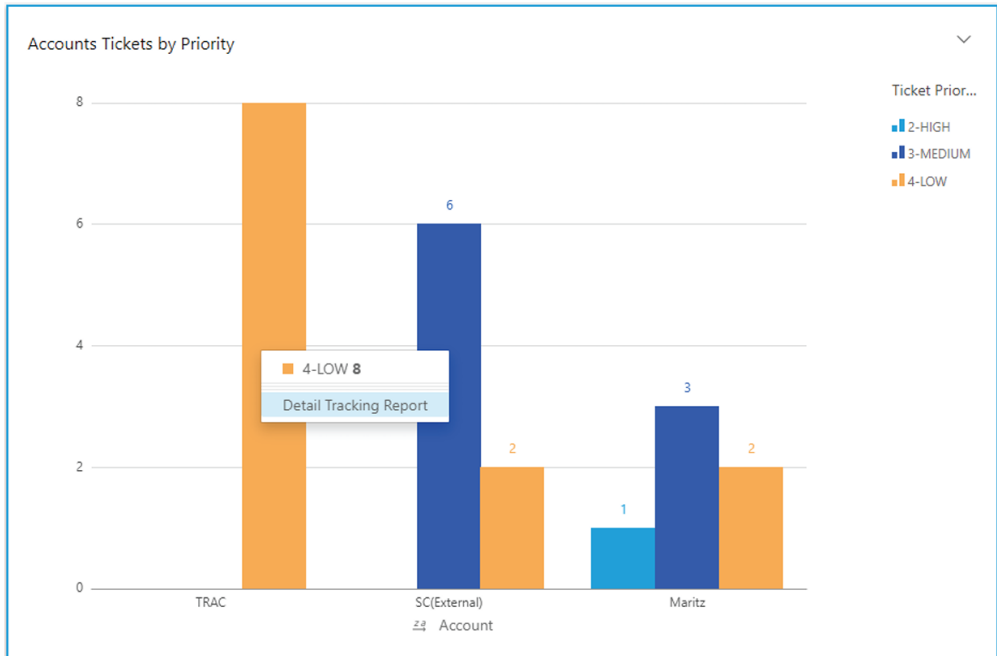
1) Show overall counts and trends per month:
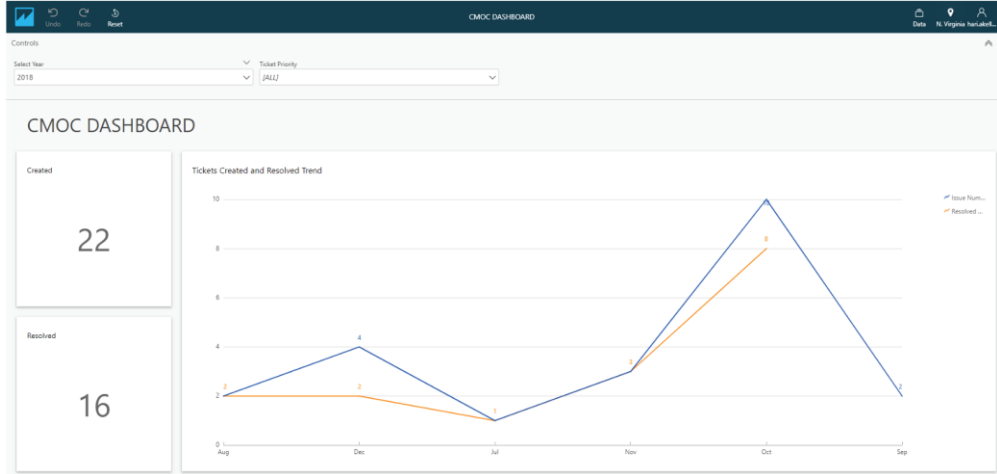
2) Show tickets grouped by priority and client

3) Drill down to detail reports for tickets and assigned resources:

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Learn more

To learn more about how AWS and Argano can help your business, contact us today or visit argano.com.

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