

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



## 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

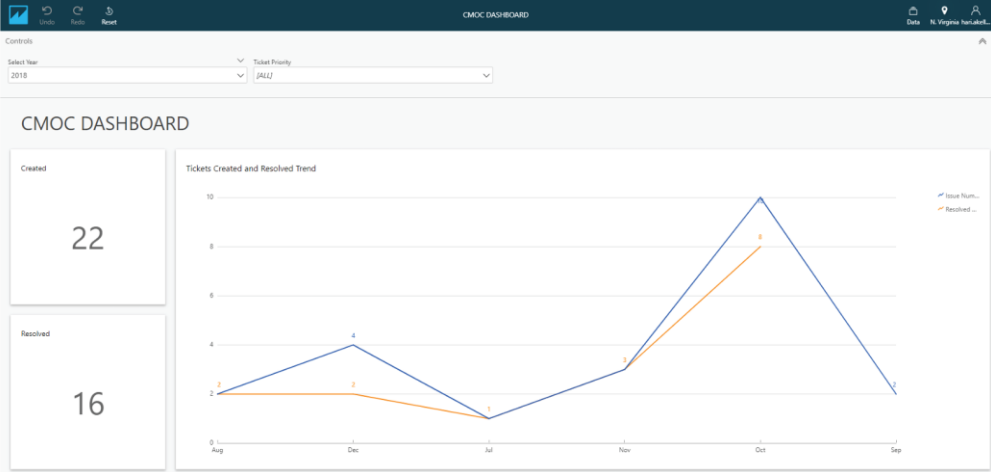
By using AWS QuickSight, Argano was able to set up and share dashboards quickly with clients. Argano is now able to analyze data and present the value-add to the client. It also makes it easy to onboard a new client with their own incident management system. Argano benefits as follows:

- 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

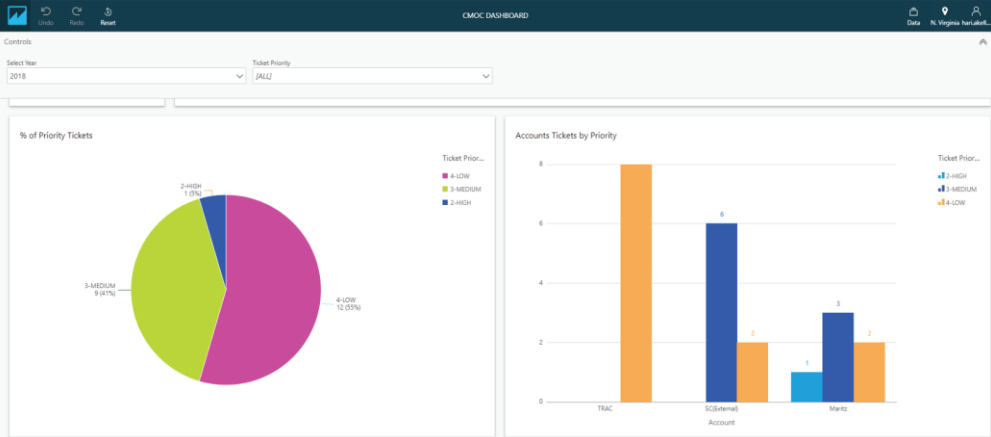
### CMOC Dashboard

The CMOC dashboard was built to analyze data related to raised/resolved incidents, identify repetitive issues, trend of incoming tickets per client, etc.

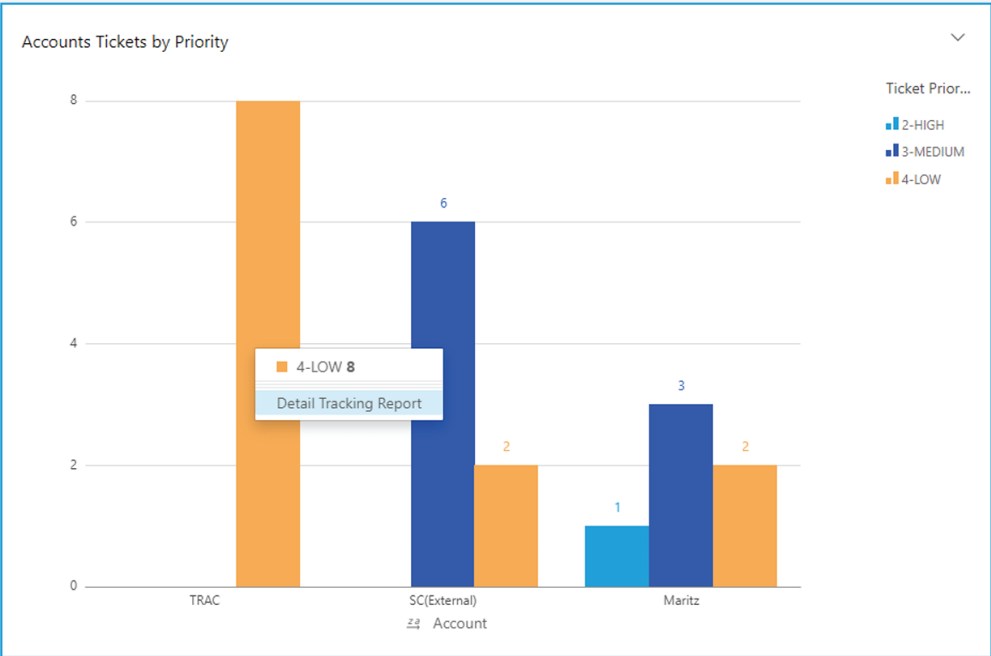
1) Show overall counts and trends per month:



2) Show tickets grouped by priority and client



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



Account	Assigned To	Created Date	Issue Number	Status	Ticket Priority	Updated Date	Issue Type
TRAC	Jasman Anshari	Oct 30, 2018	SC7AG0015178	Closed Complete	4-LOW	Mar 8, 2019	Catalog Task
TRAC	Lanman Anshari	Dec 13, 2018	SC7AG0015801	Closed Complete	4-LOW	Mar 10, 2019	Catalog Task
TRAC	Nagarjun Rangela	Aug 15, 2018	SC7AG0013369	Closed Complete	4-LOW	Mar 7, 2019	Catalog Task
TRAC	Nagarjun Rangela	Nov 2, 2018	SC7AG0015214	Closed Complete	4-LOW	Mar 9, 2019	Catalog Task
TRAC	Athaf Shaik	Aug 15, 2018	R7FM0013645	Closed Complete	4-LOW	Feb 26, 2019	Requested Item
TRAC	Athaf Shaik	Oct 30, 2018	R7FM0013349	Closed Complete	4-LOW	Feb 25, 2019	Requested Item
TRAC	Athaf Shaik	Nov 2, 2018	R7FM0015411	Closed Complete	4-LOW	Feb 26, 2019	Requested Item
TRAC	Athaf Shaik	Dec 13, 2018	R7FM0015980	Closed Complete	4-LOW	Feb 27, 2019	Requested Item

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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](http://argano.com).

## About Argano

Argano, the world's first and leading designer of modern Digital Foundations™, empowers companies to reimagine their business operations by integrating, automating, and optimizing the way data, technologies and users interact. Fortune 100 to Global Fortune 2000 trust us for a faster, more reliable journey to their best digital future. Learn more at [www.argano.com](http://www.argano.com).

