



SUCCESS STORY

Revolutionizing Service Analytics by Unveiling Centre of Competence Portal

Driving innovation, ensuring excellence and leveraging Salesforce's robust analytics, with our tailored dashboards

Company Name:

Fuso

Industry:

Automotive

Location:

Japan

Impact

Enhanced visibility & Analytics

Application

Centre of Competence Portal

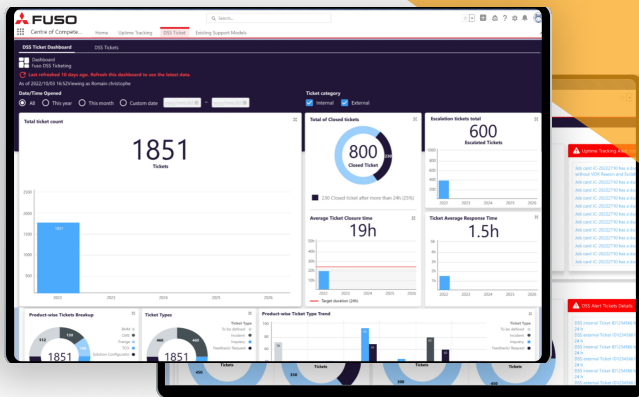
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Centre of Competence Portal

A CASE STUDY

Background

Fuso, an automotive company, faced difficulties in monitoring job card details and implementing advanced data visualization for predictive maintenance and financial analytics. Additionally, they lacked a platform for managing customer feedback, complaints, and service-related tickets. To tackle these challenges, Fuso aimed to develop a Centre of Competence (CoC) for specialized capabilities and additionally create a Digital Service Support (DSS) platform for streamlined ticket management.



Our Approach

Custom Dashboards for Better Insight and Informed Decision-Making

We adopted a strategic approach to developing personalized, meaningful dashboards, leveraging Salesforce and its capabilities by going above and beyond the Salesforce platform's Vanilla options. We identified opportunities to improve visibility, analysis, and decision-making by utilizing simple yet effective dashboard designs.

Challenges Faced

● Tracking Digital Service Centre (DSC) System Job Card Data:

Fuso needed a systematic approach for tracking and visualizing job card data within the system, which inhibiting effective data analytics.

● Absence of Ticket Management Platform

Fuso required an platform for managing customer feedback, complaints, and service-related tickets.

● DSC Integration with COC

DSC integration with COC used the internet for uptime tracking, necessitating a comprehensive solution.

● Data Analytics and Visualization

There was a need of a user-friendly interface for visualizing data and analytics related to job card data, ticket management, and existing support systems.

● Issue Escalation and Reporting

The existing system lacked the capability to highlight areas of concern, delays, and attention, making it challenging to address issues promptly and efficiently.

Solutions

➤ **Uptime Tracking:** Implemented an uptime tracking system that seamlessly integrated with the DSC System for all job card details. Applied logics for data analytics and visualization, enabling stakeholders to monitor start-end times, average resolution time, etc., for both active and closed job cards related to eCanter vehicles.

➤ **Digital Service Support:** Designed and built as Central Hub for communication to streamline the process of raising feedbacks, tickets and enquiries. It includes a monitoring dashboard embedded with KPIs, offering CoC agents with the capability to create tickets seamlessly.

- **Dashboard for Data Visualization and Data Analytics:** Developed user-friendly dashboards for critical data visualization, enabling users to track KPI's related to vehicle maintenance and service through Queries Functionality (Filter, sort, search etc), facilitating better monitoring of operational efficiency.
- **Azure Service Bus for DSC and COC Integration:** Proposed Azure Service Bus as intermediate API middleware, keeping in mind secure data transfer, integration & consistency by enabling real-time notifications & synchronized updates.

- **Integrated Analytical Dashboard Solution for Multi-Service Support:** Designed and developed data import structure and Analytical dashboard for existing CSC, CAS, 24-Hour Roadside Assist and financial support, collating with other systems for dynamic business analytics.
- **Role Based User Access Control & Permission Management:** Configured role-based access to data and control through dynamic CRUD operations on Permission Sets, ensuring users only have visibility and operational access aligned with their roles and responsibilities..

Business Outcomes

Enhanced Communication:

The mail escalation trigger and centralized communication facilitate prompt communication and issue resolution.

Improved System Security

Integration with Azure Service Bus and Role-based user access control and permission management, coupled with alerting mechanisms, bolster data security and minimize risks of unauthorized access or breaches.

Enhanced User Productivity & Efficiency

User-friendly interfaces and streamlined navigation facilitate efficient access to relevant functionalities and data, improving user productivity and operational efficiency within the FUSO environment.

Key Areas of Expertise Demonstrated

● Integration Architecture and Implementation

Demonstrated proficiency in designing and implementing integration solutions using Azure Service Bus, showcasing expertise in architecting secure and efficient data transfer mechanisms between disparate systems.

● Customized Dashboards

we customized dashboards through LWC and Apex classes, leveraging Salesforce's capabilities for a tailored, insightful interface and enhanced User Experience.

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