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About Keste:

Keste, LLC is a Global Business Consulting and Systems Integrator headquartered in Plano, Texas. Keste was founded in 2004 specializing in ERP, CRM and middleware technology implementation and support services, with the objective of helping customers realize the full potential of their technology investment. Keste expanded its global capabilities by opening a Hyderabad, India Center of Excellence in 2010 to enhance the global ability to provide technical consulting and implementation services covering the Oracle Applications, Salesforce CRM and other cross-technology stack. The Cloud Innovation practice at Keste also provides multi-cloud IaaS and PaaS solutions to its large roster of enterprise customers.

Keste Managed Services (KMS) is one of Keste's key offerings. Our India Development Center (IDC) based in Hyderabad, opened their Cloud Managed Operations Center (CMOC) in 2018. All current KMS engagements are operated out of the CMOC. Keste employs a managed services model with quarterly checkpoints to help customers gauge the quality and efficiency of managed services. Key KPIs, service SLAs and incident trends are continually analyzed and shared with customers in order to improve processes and ensure continued business.

The Challenge:

Keste offers managed services that focus on various aspects of Infrastructure, Industry verticals, on-premises and Cloud platforms. Customers generally utilize their in-house ticketing systems like Jira, ServiceNow, and Clarity to log an issue, assign the issue to the KMS 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 various customer's ticketing systems, analyze the information, and extract key business KPIs and SLAs. Keste leverages the AWS platform to achieve this functionality. Custom dashboards are built to present the overall trend, volume of tickets per customer, the type of tickets and their resolution time.

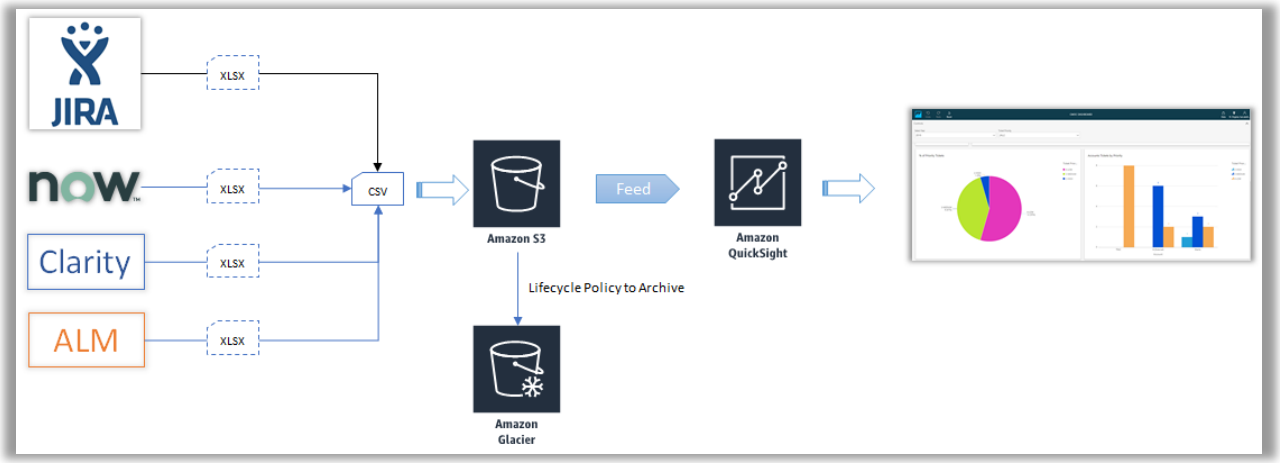
The Solution:

Keste has leveraged AWS QuickSight for the analytics to build the dashboards. At periodic intervals, data from the customer's incident management system is extracted as a spreadsheet and uploaded to S3. Only data relevant to the KMS engagement 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 datasource to feed the QuickSight dashboard. A manifest-file is used to configure the QuickSight datasource 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:

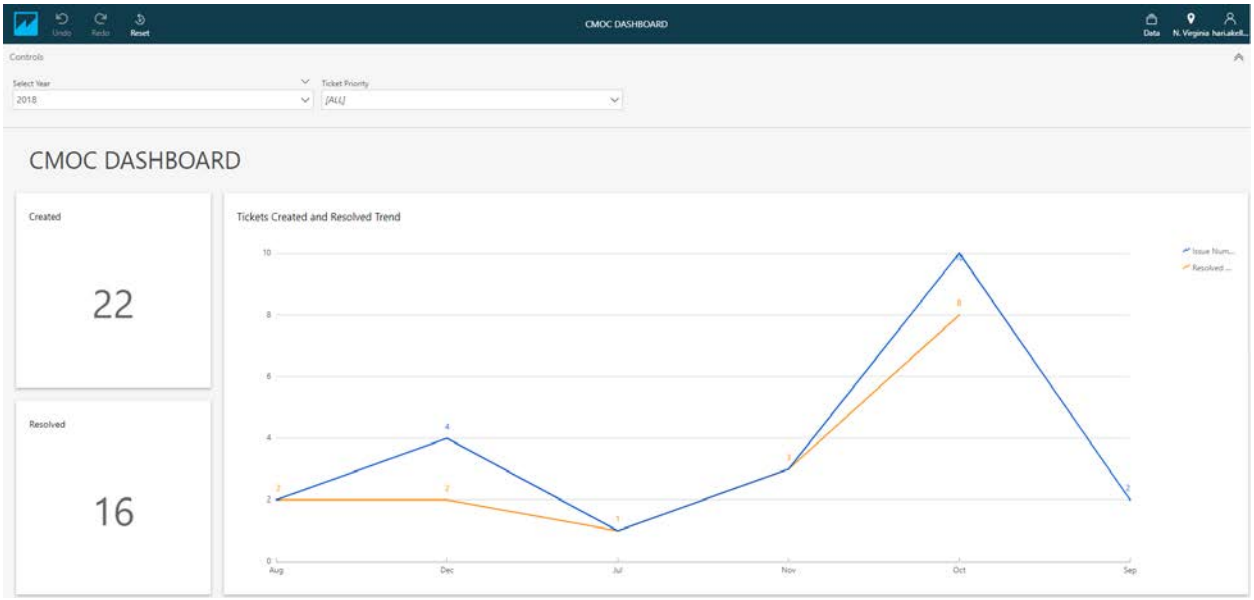
- Group duplicate records to find ticket age
- Pick the Record with the latest timestamp for current status
- Group Tickets per customer
- Group Tickets per assignee
- Group Tickets per priority and status
- Aging Bucket analysis of tickets
- Visualize records on the timeline to analze trends
- Estimate team-member load and bandwidth



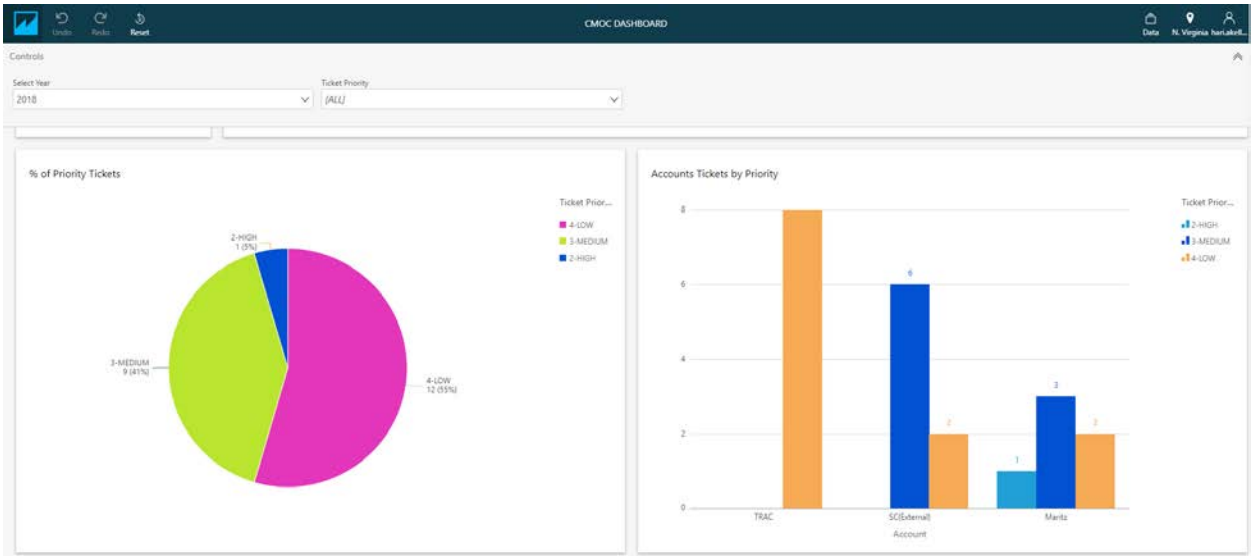
CMOC Dashboard:

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

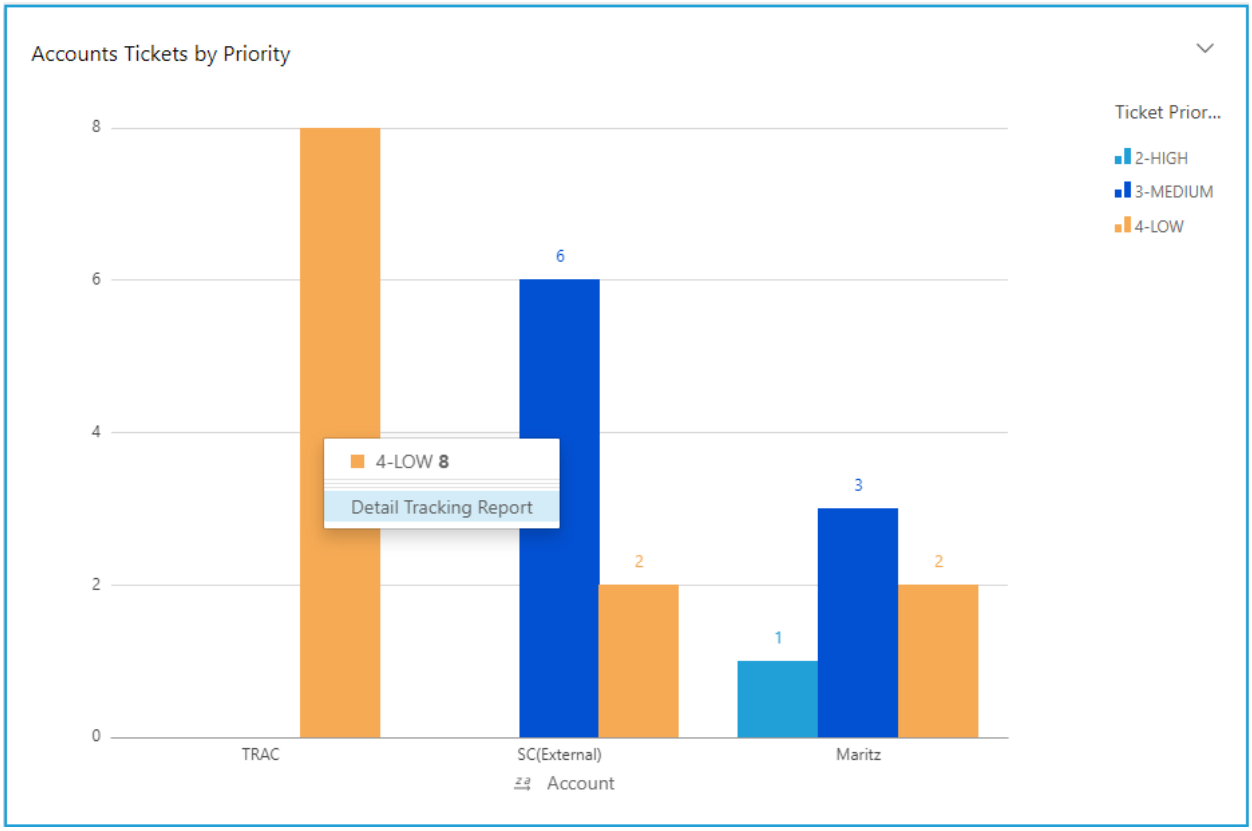
1) Show overall counts and trends per month:

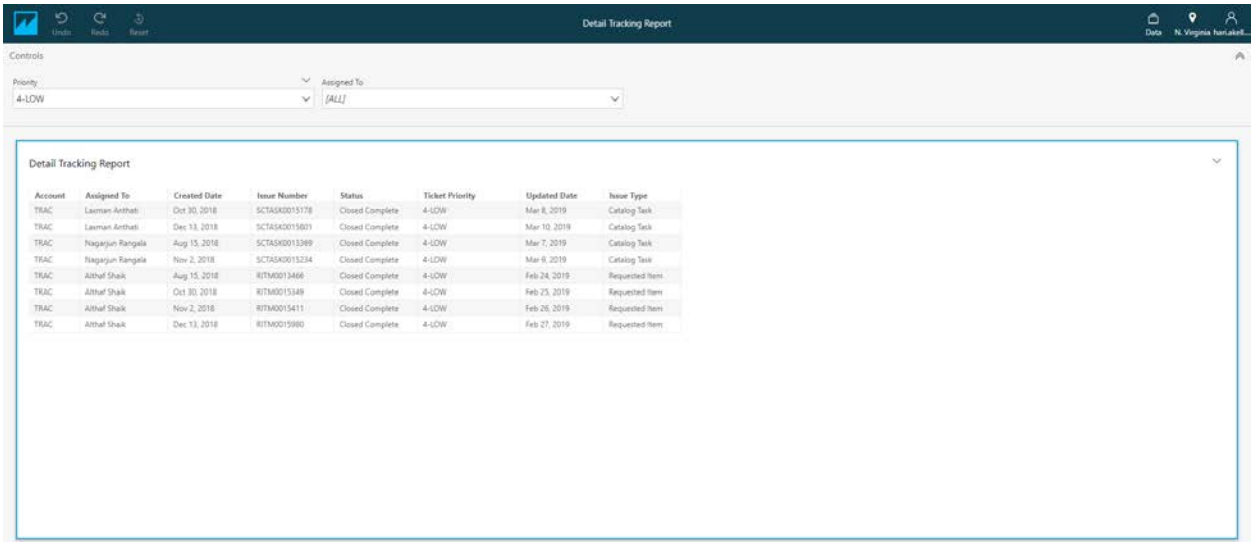


2) Show tickets grouped by priority and customer



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





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Realized Benefits:

By using AWS QuickSight, Keste was able to set up and share dashbaords quickly with customers. Keste is now able to anlalyze data and present the value-add to the customer. It also makes it easy to onboard a new customer with their own incident management system.

Also, Keste benefits from the following:

1) A flexible solution that collates information from all customers and provides the ability to view it all in one place.
2) An easy-to-use solution – i.e. data in .xls files.
3) Easy-to-calculate KPIs and business SLAs from the dashbaord.
4) Ability to share the dashboard with customers to ensure maximum transparency.
5) A 100% Cloud-based solution, without any dependency on on-premises storage and/or analytics tools.