



AWS Case Study

Custom Analytics Dashboard Optimizes In-House Ticketing System

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.

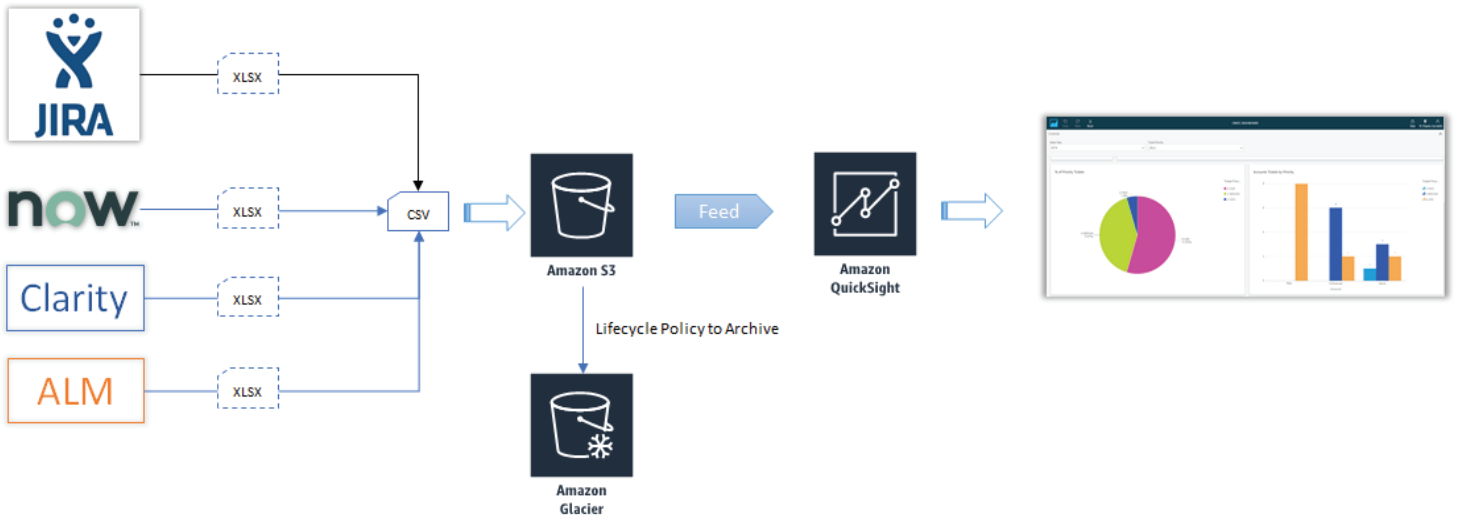
THE SOLUTION

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:

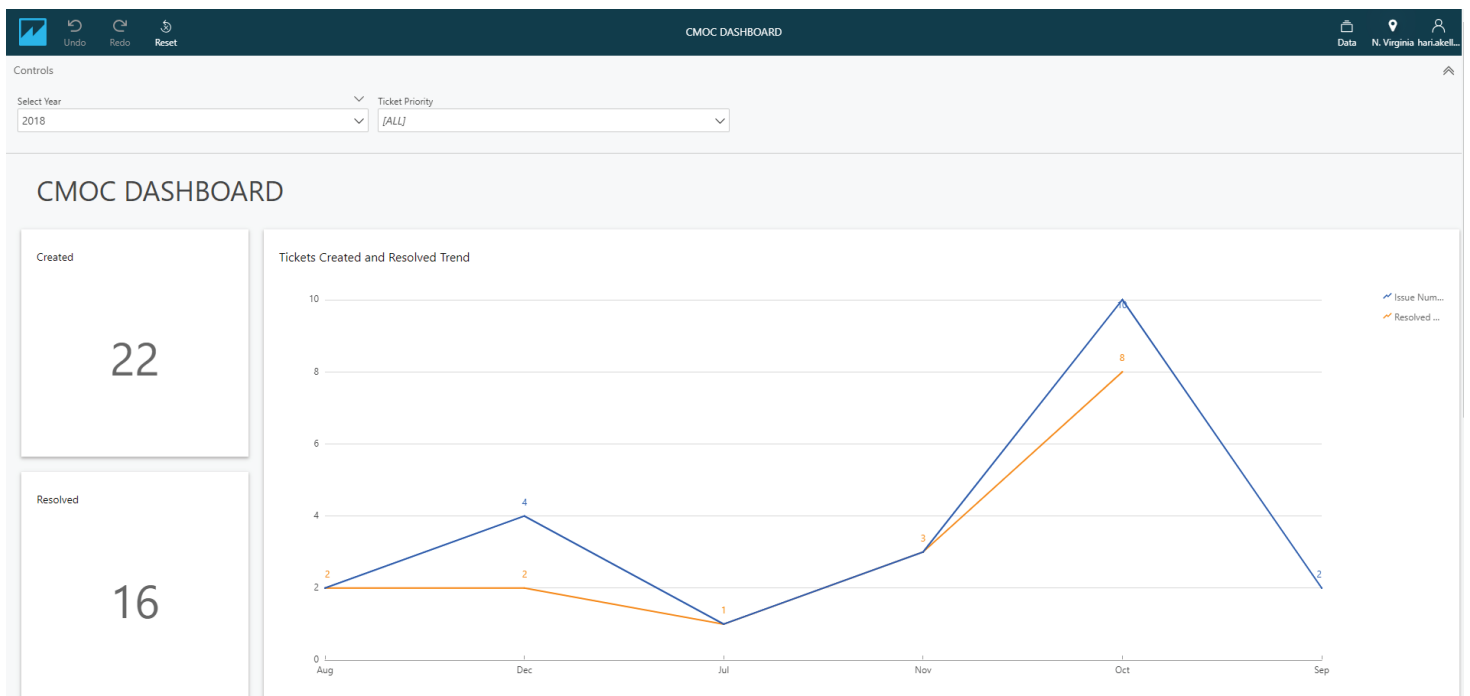
- Group duplicate records to find ticket age
- Pick the Record with the latest timestamp for current status
- Group Tickets per customer
- Group Tickets per assignee
- Group Tickets per priority and status
- Aging Bucket analysis of tickets
- Visualize records on the timeline to analyze trends
- Estimate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



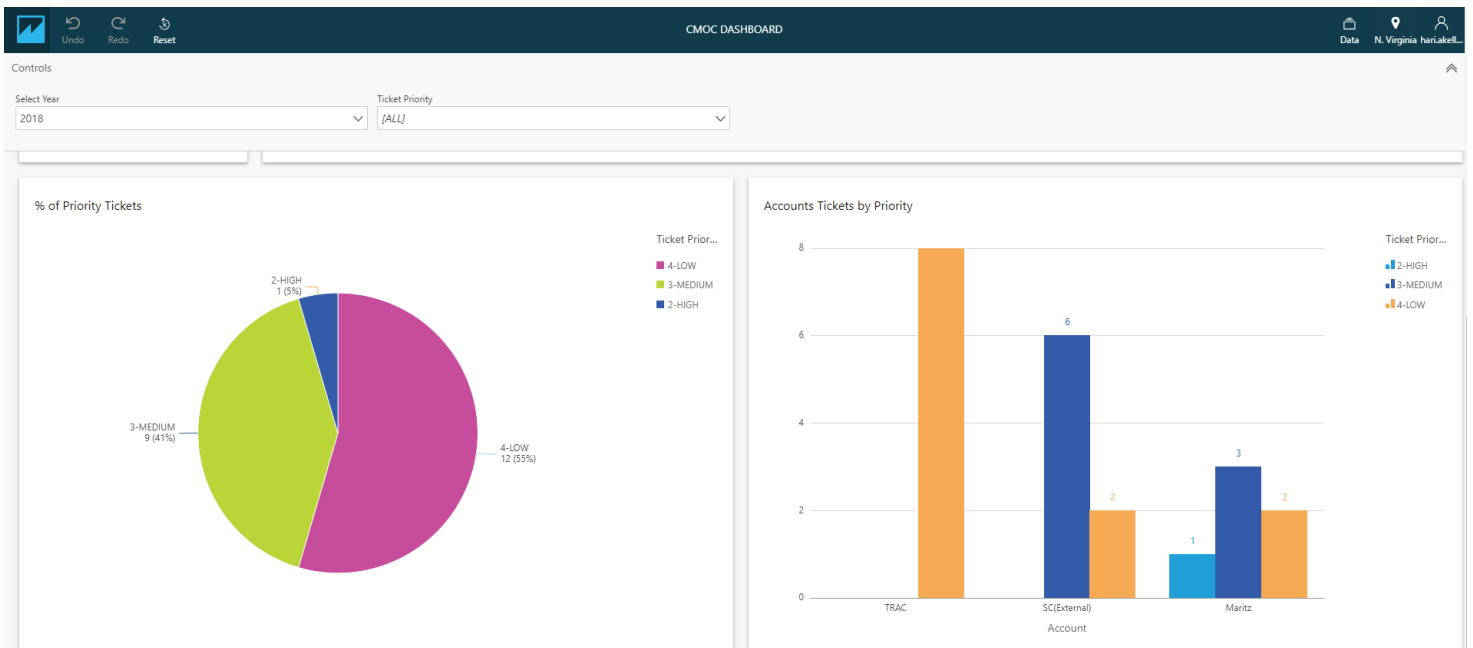
CMOC DASHBOARD

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

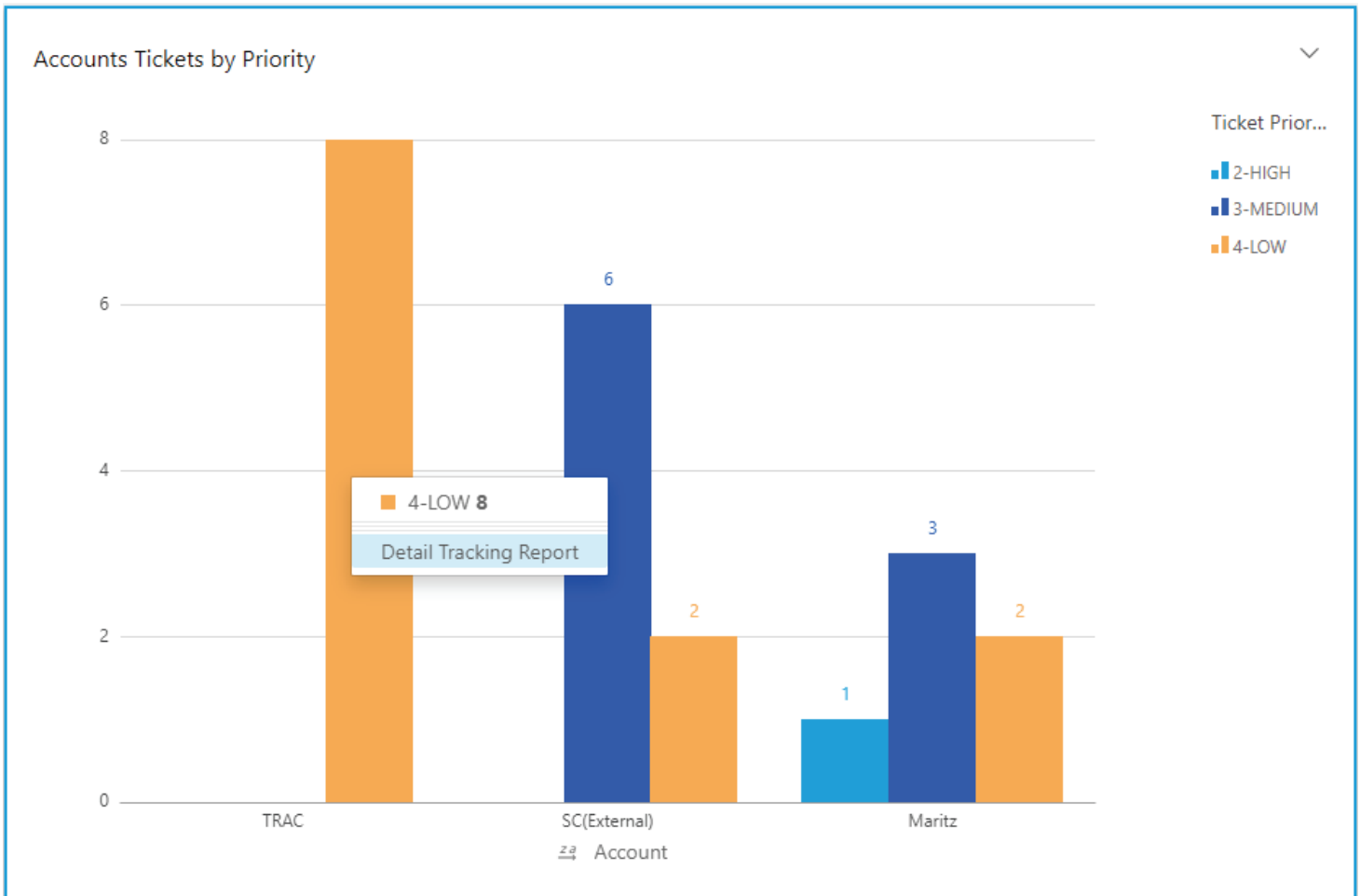
1) Show overall counts and trends per month:



2) Show tickets grouped by priority and customer



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



Detail Tracking Report

Controls: Priority: 4-LOW, Assigned To: [ALL]

Account	Assigned To	Created Date	Issue Number	Status	Ticket Priority	Updated Date	Issue Type
TRAC	Laxman Anthathi	Oct 30, 2018	SCTASK0015178	Closed Complete	4-LOW	Mar 8, 2019	Catalog Task
TRAC	Laxman Anthathi	Dec 13, 2018	SCTASK0015801	Closed Complete	4-LOW	Mar 10, 2019	Catalog Task
TRAC	Nagarjun Rangala	Aug 15, 2018	SCTASK0013369	Closed Complete	4-LOW	Mar 7, 2019	Catalog Task
TRAC	Nagarjun Rangala	Nov 2, 2018	SCTASK0015234	Closed Complete	4-LOW	Mar 9, 2019	Catalog Task
TRAC	Althaf Shaik	Aug 15, 2018	RITM0013466	Closed Complete	4-LOW	Feb 24, 2019	Requested Item
TRAC	Althaf Shaik	Oct 30, 2018	RITM0015349	Closed Complete	4-LOW	Feb 25, 2019	Requested Item
TRAC	Althaf Shaik	Nov 2, 2018	RITM0015411	Closed Complete	4-LOW	Feb 26, 2019	Requested Item
TRAC	Althaf Shaik	Dec 13, 2018	RITM0015980	Closed Complete	4-LOW	Feb 27, 2019	Requested Item

REALIZED BENEFITS

By using AWS QuickSight, Keste was able to set up and share dashboards quickly with customers. Keste is now able to analyze 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:

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

NEXT STEPS

To learn more about how AWS and Keste can help your business, visit our partner page : <https://amzn.to/2TuTjXI>
