

Reporting & Business Intelligence Services

Reporting

Capturing and interpreting the appropriate metrics is an essential part of determining a program's success and identifying future opportunities. KPI Consulting's wealth of experience in implementing developer and partner programs makes us an ideal partner in helping you establish your program goals and identifying the tools necessary to monitor those goals.

KPI Consulting's marketing intelligence system helps you filter and scrub data from the sea of information in the knowledge base, organizing it into either standard or customizable reports. All critical data, such as member information, web usage statistics and sales figures, are tracked and recorded by the system and documents are protected by role-based security.

Our reporting system offers you a customizable dashboard that brings all relevant reports into a single repository for quick and easy assessment of your program goals.

Business Intelligence

Our business intelligence systems offer the following features:

- Transactional Database, Data Warehouse, Support Knowledge Base
- Secure storage of documents within the databases
- Role-based access to reporting data within the Data Warehouse
- Database views setup to restrict access by roles and users
- Standard reports for web site traffic data, support requests, community and downloads
- Search capabilities within the system allow users to search the database, data warehouse, support knowledge base, community forum posting and responses, and meta data on white papers and downloadable documents
- The ability to develop reports on any data element captured within the system, examples: sales by developer, oldest open request for help, most used web pages, hottest topics, FAQ, etc...
- System supports customized search by user preferences



What we offer at KPI

- Automatic filtering and scrubbing data from the sea of information in the knowledge base
- Standard or Customizable Reports
- Critical data is automatically tracked and recorded by the system
- Role-based access to reporting data from within the Warehouse
- Customizable dashboard for quick and easy assessment of program goals
- Database views setup to restrict access by roles and users
- Standard reports
- Search capabilities
- Report development
- Customized search