Real-time Data Visualisation and Analytics.

The challenge.

Visualising real-time data

Organisations today are struggling to gain timely insights from their data to drive more informed decision making. Whilst there are many analytical and visualisation tools, most are unable to consume and surface insights from the growing volumes, variety and velocity of data – with the majority demanding a costly upfront investment in on premise infrastructure. This approach demands organisations to also invest in large upfront licensing costs and requires implementation lead times to provision infrastructure at scale. We also find that traditional tools often do not seamlessly integrate with the variety of systems and data sources required, resulting in workarounds and a spread of differing tools and solutions to serve each individual need.

The ECS solution.

Drive better decision making with customisable interactive analytics

ECS takes advantage of AWS' analytic services to build solutions that are highly reliable, cost-effective, scale elastically to varying data volumes, and requires almost no IT administration. Underpinned by AI / ML, we give clients access to deep insights, real-time and operational analytics and automated alerting. We also offer features such as dashboards / visualisations so your data can begin to tell a story. This storytelling capability is enhanced by the use of ML insights and Auto Narrative.

Further to the above, ECS' solution offers a customisable framework which enables the categorisation of historical data as well as real-time data which can be embedded into websites and custom applications. Our tools also integrate seamlessly with the vast majority of data sources z- both on premise and cloud.

Benefits.

ML powered analytical & business intelligence solutions for the modern, data-driven business.

Lower costs
Significant reduction in operational costs thanks to the elastic scaling. There is also no infrastructure to manage or upgrade and no upfront costs.

Scalability, reliable & secure
Using native services, the solution can scale and provide reliable and secure service for collaboration & sharing.

Faster time to value
Using visualisation with ML insights will help organisations realise more value from their data from day one.

Seamless integration
Fully managed "as a Service" (aaS) platforms and services enables integration with vast sources of data.

Features.

Self-service, interactive & integrated ML insights

To enable operational analytics such as application monitoring and log analytics, ECS tailor its approach to deliver interactive insights with ML capabilities using Amazon SageMaker and Amazon Quicksight. We integrate this solution using the Amazon Elasticsearch Service to enable clickstream analytics that allows users to search, explore, filter, aggregate, and visualise data in near real-time. Additionally, our solution offers custom narrative insights, anomaly detection, ML powered forecasting, auto-generated natural language narratives and summaries.

Embedding dashboards with insights delivered to inbox & mobile apps

Wouldn't it be great if your dashboard was customised and seamlessly integrated interactive dashboards and analytics into your websites & applications? Well, the ECS solution does both. And using scheduled reports, you can receive report snapshots straight to your user's inbox. You can also opt to have data driven alerts triggered on events when an anomaly is detected. What's more, the mobile app for Amazon Quicksight enables users to securely browse and interact with reports and dashboards from anywhere, on any device.

Case study: infrastructure license cost savings of >£1million for a leading retail bank.

Challenges

A leading UK retail bank was struggling to gain visibility over its contact centre performance metrics. These were poor due to large and distributed, siloed data resulting in poor access to data to support timely insights and alerting mechanisms for agents. This resulted in a reactive, inconsistent and poor quality of service for customers.

Solution

ECS enabled the delivery of a self-service solution for both agents & product owners, leveraging interactive insights powered by ML and AWS native tools for additional intelligence. Embedded dashboards were also made available on any device with interactive analytics, alerts and auto-narratives on the contact centre operational performance built in.

Results

The ECS solution resulted in infrastructure license cost savings of >£1million as well as improved customer satisfaction scores. The bank also witnessed an increase in operational performance and efficiencies driven through automation and precise forecasting which enabled agents to work faster and smarter.

ECS on AWS.

ECS is known in the industry for delivering first-class solutions that leverage our knowledge of best practices as well as industry wide legislations. This experience makes us best suited for crafting hassle free solutions – and has helped us best serve our customers for over a decade. Our recognition with AWS as an Advanced AWS Partner means we work inseparably with AWS providing a peak level of service at a standout velocity. Partnering with ECS also means you gain the best Architects and Solvers who can translate customer aspirations accurately right from the go.