



Power BI Support

Ensuring stable and optimized operations of Power BI processes and solutions

Are your users effective in using Power BI solutions?

No matter how capable your users are in adopting and using Power BI, they need support! Technical as well as functional issues occur. Effectiveness and efficiency can be achieved with proper guidelines, advisory and assistance.

Ineffective use of Power BI risks hurting your business and investments in Power BI subscriptions, training and solutions.

Accelerate your transformation to a self-service analytics platform

NNIT's Power BI Support services proposes services to gain full benefit out of your implemented Power BI suite. The service is composed of 4 elements in one Unit dedicated to help the customers succeed:



Typical challenges in organizations with no or little support for Power BI

- Ineffective use leading to waste of investments
- Power BI solutions performing poorly risking unhappy users
- Unmanaged subscription landscape resulting in unnecessary and unpredictable costs
- Unattended and faulty configuration of Power BI resources
- Risk of users compromising compliance due to lack of knowledge and guidance, ie. support

Business Life-Cycle Management

- Advisory on roadmap, opportunities, and good practices
- Governance of Power BI components and configurations
- Management of subscription, capacity, workspaces, common data sets, gateways, processes, alarms etc.

Continuous Improvement

- Incremental innovation and maximizing the business value
- Optimizing capacity, interfaces/gateways
- Automating processes
- Adjusting configurations
- Enabling sandboxes

Power BI Support

- Resolution of technical and functional issues
- User and Community support incl. guidelines
- Configuration and monitoring of gateways for various data sources
- Specialized deployments

Release Intelligence

- Align Power BI roadmap and releases with customer strategy
- Advisory and recommendations on implementing new functionality
- Inspirational webinars to end users on 'What's new in Power BI'

"The NNIT team has been able to work with an agile and flexible approach focusing on finding solutions and implement continuous improvements. The team has also been successfully in having a dialogue directly with end users using collaboration platforms. Finally, the team has a good dialogue with Microsoft."

- Customer