



# Dashboard Reporting Syone Value Offer

# Introduction

Syone has a large experience is configuring dashboard reporting solutions.

From Application & Infrastructure monitoring to Harbor Cargo Shipping or Shops occupancies Syone have implemented different solutions and approaches.

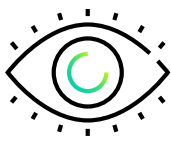
Syone solution covers from **Infrasutstructure & Application** Support to **Business Management & Forecast**.

The **initial** installation will **capacitate** our clients with a **set** of Dashboard and Reports. These can be extended following Business evolution.



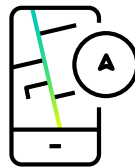
# 1. Value Offer Domains

Syone has a number of out of the box reports and dashboards that can be easily configured.



## Observability

Monitoring and Automatic Escalation to support teams (8x5 or 24x7)



## Application Performance

IIS APM (Application Performance Monitoring) integration for Apps behaviour and response analysis



## Information Mgmt

Provide a Reports and Dashboards for Senior Management to access near real time information



## Security Mgmt

Provide full platform security

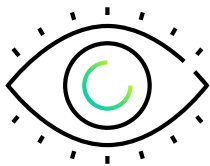


## Search

Deep search (sites)

# 1. Value Offer Domains

## Observability

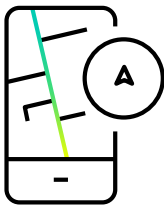


Monitoring and Automatic Escalation to support teams (8x5 or 24x7)

- **Workforce Management**  
Shifts Forecast, & Resource Management.
- **Warehouse Forecast**  
anticipate warehouse shortages
- **Sales Forecast**  
provide sales forecast
- **Human Resource**  
Canonical Model
- **Supply Chain**  
Canonical Model
- **Setup Retail**  
Canonical Models to accelerate the Dashboard creation

# 1. Value Offer Domains

## Application Performance



IIS APM (Application Performance Monitoring) integration for Apps behaviour and response analysis

- **Page Load Time**  
automatic analyse site response
- **App Requests Response Time Analysis** identify which services are responding under the expected response time
- **Error 500 (timeout) Analysis**  
Identify any irresponsive services
- **Denial of Service:**  
Measure denial of service, due to issues or peak requests

# 1. Value Offer Domains

## Information Mgmt



Provide a Reports and Dashboards for Senior Management to access near real time information

- **KPI Dashboards**  
KPIs that were under the defined threshold and that have decreased significantly from previous time period

- **Trends & Forecast Dashboards**  
Provide trends on sales, usage and churn, based on predictive models.

# 1. Value Offer Domains

## Security Mgmt



Provide full platform security

- **Security Monitoring:**  
Denial of Service,  
Geography Access,  
Bruteforce attacks, etc...
- **SIEM & Security Analysis:** Threats  
detection and response
- **Endpoint Security:**  
Collect, monitor, detect  
and respond.

# 1. Value Offer Domains Search



Deep search  
(sites)

— **Site Search:**  
implement full site  
webcrawler and search

— **Workplace Search:**  
Index all workplace  
content



## 2. Value Offer Verticals

In addition to the horizontal domain reports, Syone also have **industry** vertical reports, dashboards models.



### Retail

Workforce Management, Supply Chain, Warehouse Forecast, Sales Forecast...



### Energy & Utilities

Network Analysis: Network Consumption vs Forecast



### Telecom

Network Analysis: Network Outages, Impacted Areas and Fixed Customers.



### Financial Services

Network Analysis: Branch or Broker Analysis

## 2. Value Offer Verticals



### Industry: Retail

- **Workforce Management**  
Shifts Forecast, &  
Resource Management
- **Sales Forecast**  
provide sales forecast
- **Supply Chain**  
Canonical Model
- **Warehouse Forecast**  
anticipate warehouse  
shortages
- **Setup Retail Canonical Models** to accelerate  
the Dashboard creation
- **Human Resource**  
Canonical Model

## 2. Value Offer Verticals



### Industry: Energy & Utilities

- **Network Analysis**  
Network Consumption vs Forecast
- **Revenue Analysis**  
Analysis per Sector, Industry, Product, etc...
- **Consumption**  
Canonical Model
- **Outage Analysis**  
Power Cuts Analysis
- **Setup Energy & Utilities**  
Canonical Models to accelerate the Dashboard creation
- **Human Resource**  
Canonical Model

## 2. Value Offer Verticals



### Industry: Telecom

- **Network Analysis:**  
Network Outages,  
Impacted Areas and  
Fixed Customers
- **Revenue Analysis:**  
Sector; Product Line
- **Usage Canonical  
Model**
- **Network Expansion:**  
cross customer interest  
with demography  
analysis
- **Setup Telecom**  
Canonical Models to  
accelerate the  
Dashboard creation
- **Human Resource**  
Canonical Model

## 2. Value Offer Verticals



### Industry: Financial Services

- **Network Analysis:**  
Branch or Broker Analysis
- **Revenue Forecast:**  
Analysis per Sector, Industry, Product, etc...
- **Financial Activities**  
Canonical Model
- **Churn Forecast:**  
Based on AI Model, provide Churn Forecast
- **Setup Financial Canonical Models** to accelerate the Dashboard creation
- **Human Resource**  
Canonical Model

# 3. How we do it

## Syone Approach

In the latest years **Elastic Stack** grown to become a **standard** for Audit and Log Management.

The **Elastic Stack** is a versatile **collection** of **open source** software tools that simplifies data gathering and info insights generation.

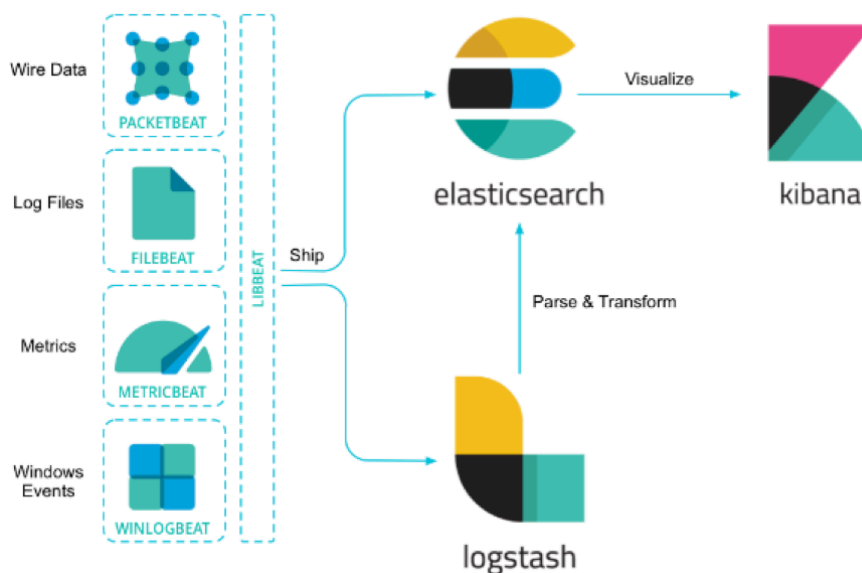
Syone Elastic **Value Offer** leverages on the Elastic Stack to provide **industry oriented solutions**.

### What is Elastic Stack?

This collection of tools allow a quick deployment of observability, monitoring and many more solutions:

**Logstash** serves as data processing pipeline that ingests data from a multitude of sources simultaneously, transforms it, and then sends it to **Elasticsearch (what is ?)**

**Kibana** is Elastic's UI. It serves as the client application of the entire Elastic infra-structure

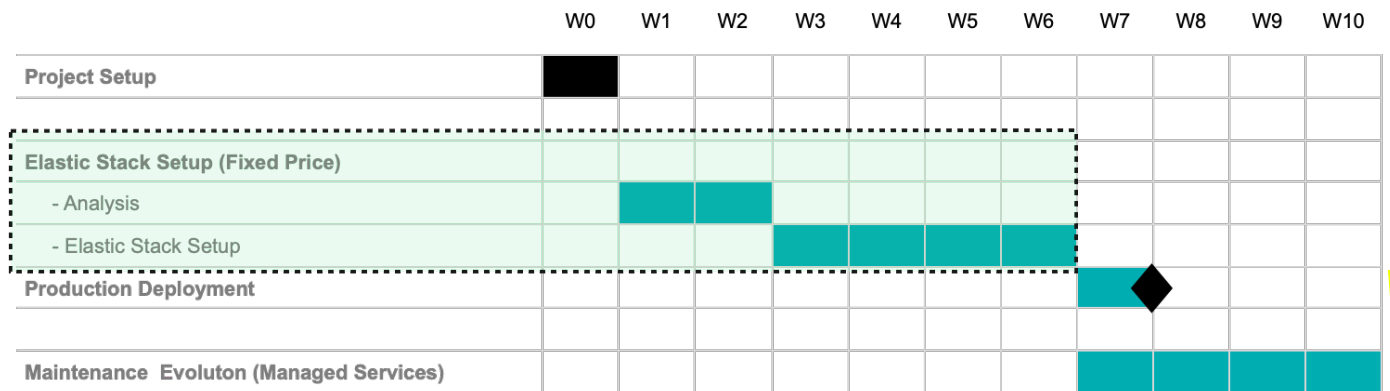


# 4. Proposed Plan

## Typical Project Roadmap

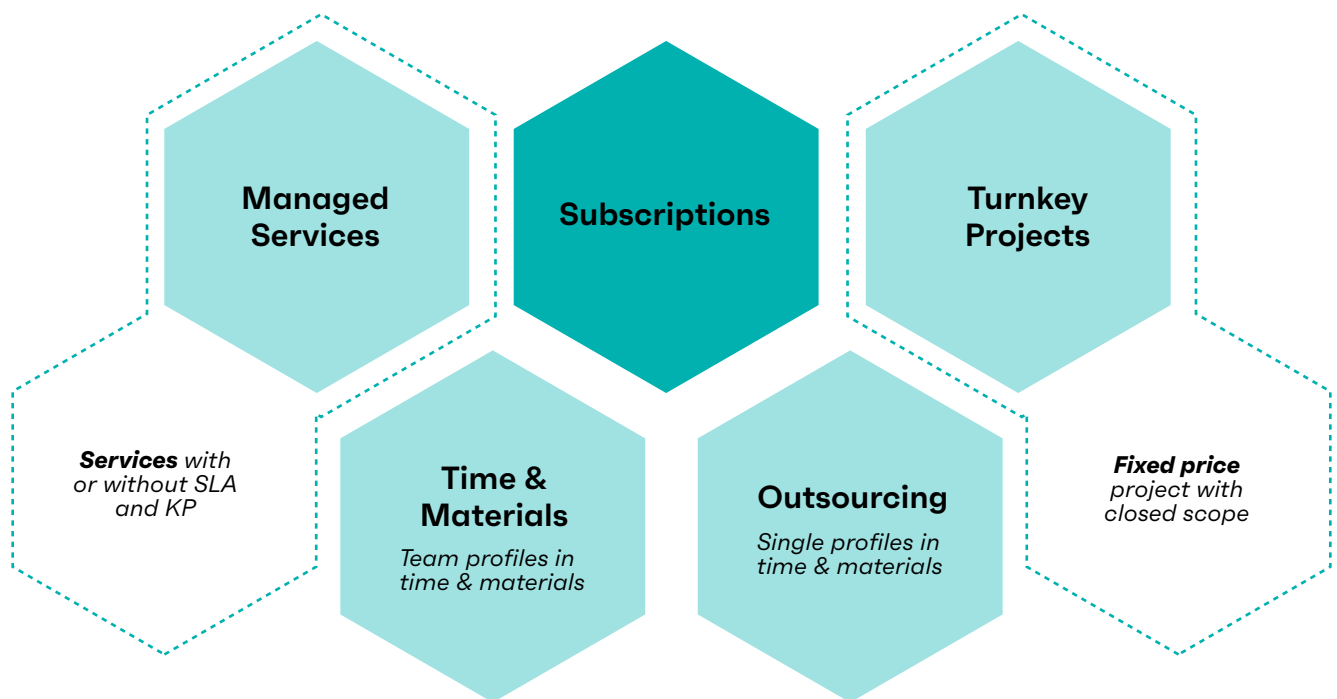
Syone proposes the implementation of a Dashboard Reporting solution, including the setup of the standard Reports & Dashboards and Canonical Models.

After the initial deployment Syone proposed a Managed Services solution for solution maintenance and evolution.



# 5. Elastic Projects

## Delivery Models





Use cases

# Port Supply Chain Graphic Dashboard

## Near real time supply chain capacity control

Container Ships Scheduling  
Loading Performance SLA  
& KPIs analysis  
transportation peak  
performance analysis

Near Real Time:  
— Container Ships  
Scheduling  
— Loading Performance  
SLA & KPIs analysis  
— Transportation peak  
performance analysis



Use cases

# Human Resource Analysis per site, shop and employee Training Control

By integrated with the training solution Syone have provided a specialized household appliances, consumer electronics and entertainment retail companies, having the trained employees in a shop is paramount.



Syone solution have provided solution that allows bird-eye view and deep dive from district to shop and employee, guaranteeing that each shop has the correct training and expertise levels. It also allows forecasts for specific periods (e.g., weekends, christmas).

Use cases

# Human Resource Management HR Cockpit

Syone HR Cockpit for Retail Shops allows the correct forecast and planning of profiles & shifts, allowing the complete management of shifts.

Manager and Employee KPI Management.



Use cases

# Filling Stations Fuel Sales Dashboard

## Prio Near-Real Time Fuel Sales Analysis

Near-real time fuel sales analysis  
Predictive Models  
manage market volatility



Use cases

# Contact Center Chatbot Dashboard

## Telco Chatbot Dashboard

Chatbot Dashboard  
Analysis on correct  
subject interpretation.

SLA Response  
Analysis



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