

CACTUS GLOBAL

Tableau Customer Story

Cactus global enhances overall experience of clients with effective tracking of their workforce and service KPI's.



CHALLENGE

Use of multiple static reports and complexity in maintaining periodical refreshes was leading to delayed project tracking and decreased overall efficiency.

SOLUTION

CG leveraged Tableau to get better insights and understand workforce rating on various metrics to better monitor their workforce performance.

They successfully:

- Created a centralised platform for analysing their major reports.
- Head of Quality was able to self analyse and explore the rating to align project accordingly.
- Optimized overall progress of the project with individual workforce tracking.
- Improved decision making and got faster insights with daily refreshes.