

Clear visibility. Stable SLAs. Powered by Dexian’s targeted dashboard solution.



PROBLEM:

A recurring SLA risk was developing due to limited visibility into aging tickets. Technicians lacked a real-time view of tickets approaching 3-day and 10-day thresholds, resulting in inconsistent prioritization, workload gaps, and avoidable SLA breaches.



SOLUTION:

Dexian designed and deployed a targeted Power BI dashboard focused on 3-day and 10-day ticket aging. The solution provided a centralized, intuitive view enabling teams to identify aging tickets instantly, prioritize based on SLA proximity, monitor ownership gaps, and track trends. It was seamlessly integrated into daily workflows with quick onboarding to ensure rapid adoption.

OUTCOME:

Improved SLA visibility and prioritization stabilized service performance within the first operational cycle, reducing escalations and enabling faster, more efficient ticket resolution.

CASE STUDY:
Dexian Powers SLA Stability with Real-Time Ticket Visibility



CLIENT INFORMATION:
Large Utility & Energy Provider

DIVISION:
Managed Services / Service Operations

SERVICE CAPABILITIES:

- Power BI Dashboard Development
- SLA Monitoring & Reporting
- Service Operations Optimization
- Workflow Visibility & Analytics

KEY HIGHLIGHTS :

- Real-time visibility into 3-day & 10-day aging tickets
- Rapid deployment with strong user adoption
- Improved SLA compliance without system overhaul

CONTRACT:
Managed Service Engagement