

# DEVELOPMENT OF DASHBOARDS USING BUSINESS INTELLIGENCE PLATFORM

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## BACKGROUND

Bombardier requires efficient internal processes to manage its global operations. The Maintenance Engineering Department has implemented a business intelligence solution using MicroStrategy to help manage the vast quantities of data that they collect and analyze.



*Figure: Data Analysis using a Business Intelligence Platform*

## PROJECT DESCRIPTION & OBJECTIVES

### ***Development of Dashboards for Various Platforms***

Web-based dashboards that are used to monitor the reliability performance of the fleets were optimized and deployed to mobile devices. These reliability performance dashboards were made accessible on various platforms.

### ***Developing a Business Intelligence Tool to Generate Reports***

A business intelligence tool was built using MicroStrategy to generate reports that contain fleet reliability data. These reports are distributed to customers monthly.

## IMPACT

The reliability data displayed on the dashboards are now accessible both on PC, and on-the-go on tablets and phones.

The business intelligence tool generates reports with up-to-date data; replacing a time consuming Excel-based tool that required approximately 8 hours to run the queries.

**BOMBARDIER**

XFRACAS Fleet & Operator Performance - Monthly Report

1. Select Report Level: Fleet

2. Select Program: CRJ100/200, CRJ 700/900/1000, **C Series**, Q100/Q200/Q300, Q400

3. Select Model: ☐ CS100, ☒ CS300

4. Select Month: 7/1/2017, **6/1/2017**, 5/1/2017, 4/1/2017, 3/1/2017, 2/1/2017, 1/1/2017

**Submit Request**

*Figure: Portal allows user to select the type of report to generate*