

# **TABLE OF CONTENTS** %

- **BUSINESS PROBLEMS**
- > DATA UNDERSTANDING
- > DATA UNDERSTANDING CRITICAL AREAS
- > DATA TRANSFORMATION
- > DATA ARCHITECTURE
- > SOLUTIONS Sample Case: Demand & Sales in Critical Areas (2003-05)
- > ROADMAP
- > NEXT STEPS









# BUSINESS PROBLEMS





1.12 million products and 3,932 quantities of 2 categories are ordered.



**USA** and **Spain** are the leading countries in demand and sales generation throughout the period.



Total sales during the span of **2** years is **\$380K** where motorcycles have contributed heavily towards sales generation as compared to classic cars.











Quantity Ordered By Product Category



Quantity Ordered By Region

#### PROBLEMS?

Understanding the principal cause behind decreasing sales in majority of the countries.



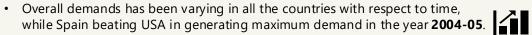
Understanding the principal cause behind decrease in demands in majority of the countries.



Key solutions to find out the ways to increase demands and sales in the target countries.



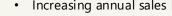
#### **DEMAND**

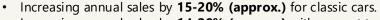


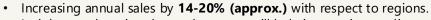


- An observation on changing demand parameters in Spain will give a better insiaht.
- Insights on changing demand patterns will help in ensuring quality services.

#### **SALES**





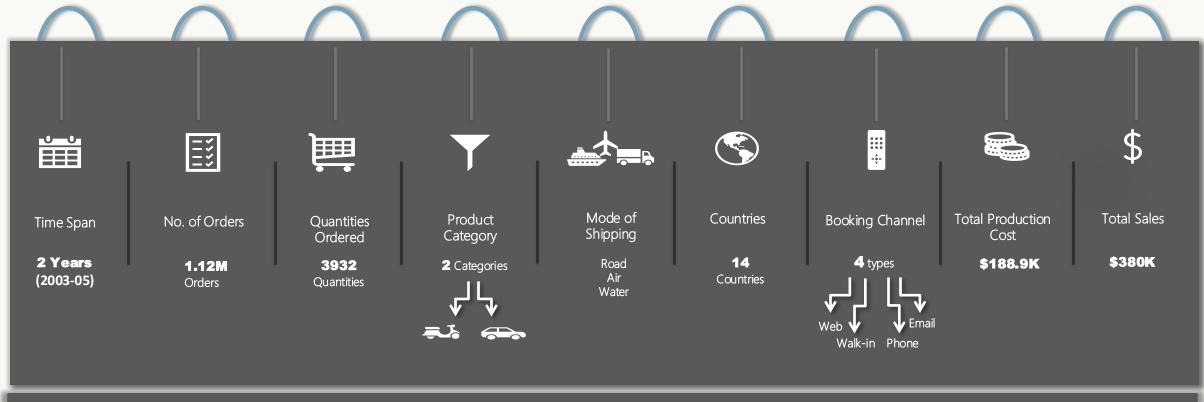


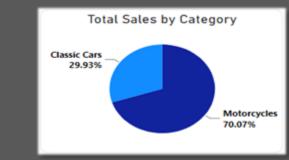
• Insights on changing demand patterns will help in ensuring quality services.



## DATA UNDERSTANDING ®

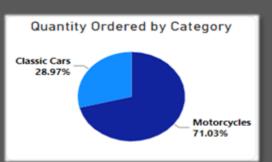






#### **OVERVIEW**

- In a span of **2** years, **1.12** million products and **3,932** quantities of **2** categories are ordered.
- The orders received are from 14 countries and 42 cities.
- Customers used 4 channels to book the tickets.
- **3** types of mode of shipping are used to deliver the products.
- The total production cost of these products is **\$188K**.
- The total sales generated is \$380K.



# DATA UNDERSTANDING – CRITICAL AREAS ♥



#### **Critical Areas**

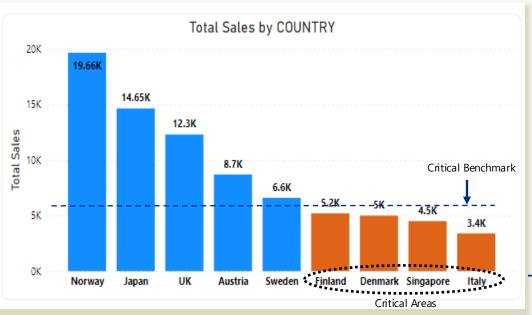
(Those areas where sales is < 6K)

 Here the graph represents 14 areas with different values of sales generated in 2003-05, where 4 out of 14 areas are critical areas(as per the assumption).



These 4 areas are below the critical benchmark and thus require more attention and thorough analysis for increasing sales and therefore, profit.







 The mentioned critical areas have generated their own sales, which are not up to the critical benchmark and thus require some insights to cross the critical point.



- Among these 4 areas, an approximate increase of 78% in sales in Italy, 50% in Singapore, 25% in Denmark and Finland each will bring the sales above the critical benchmark.
- In these areas, annual sales sums up to a sum of \$380.5K. An approximate increase of 18% will bring it up to \$449.07K.



### **DATA TRANSFORMATION** ≒





 Loaded the data and transformed the data for analysis



Run a check for null values and replaced those values with '0' as instructed



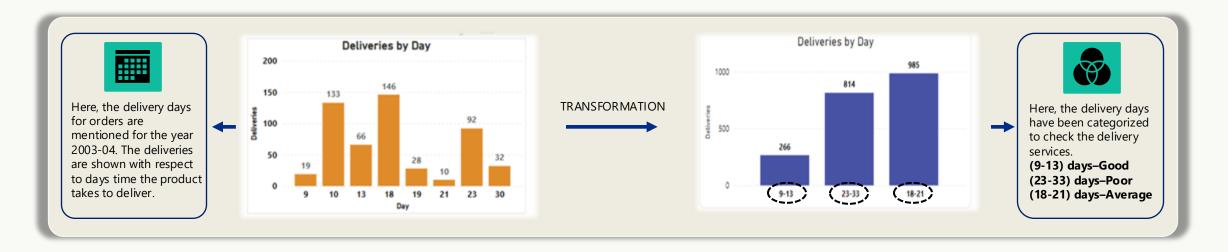
Grouped delivery days for better clarity on delivery services in the format: (9-13), (18-21), (23-33)



 Created hierarchies in the time period in the format: year, quarter, month, days

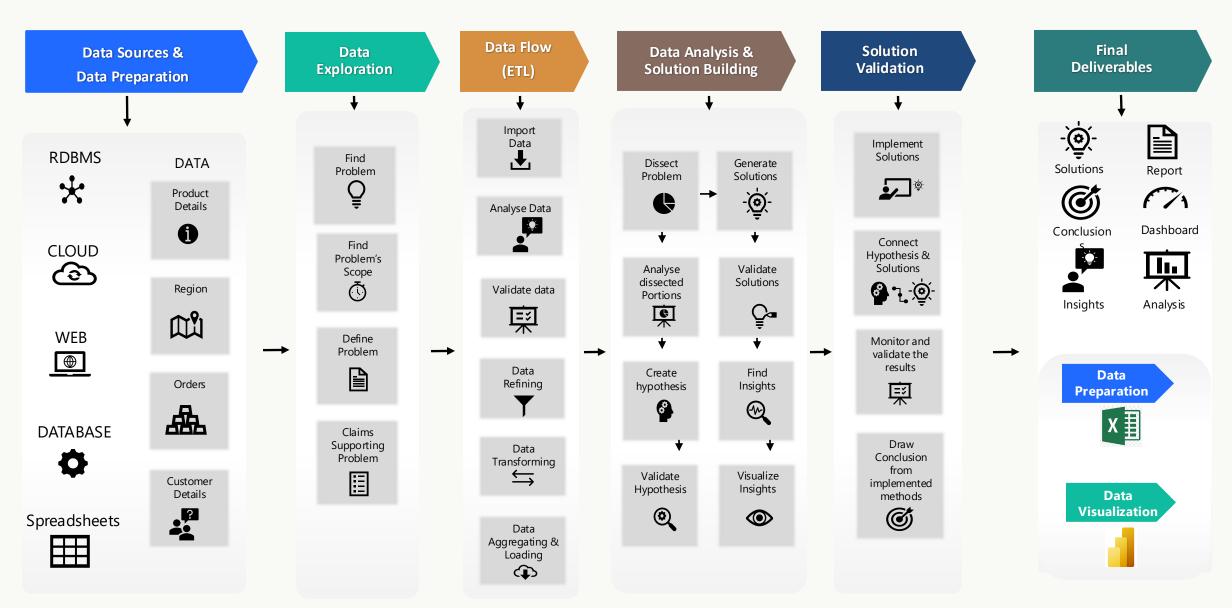


 Created custom columns for calculation of further parameters



### DATA ARCHITECTURE 🚠





## **SOLUTIONS – Sample Case: Demand & Sales in Critical Areas**<sub>(2003-05)</sub>

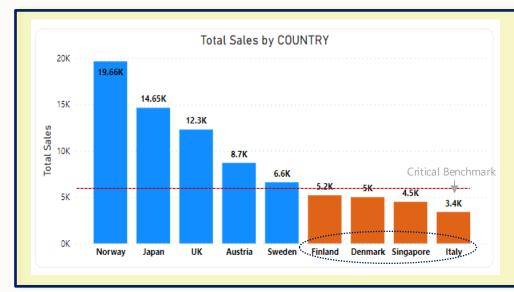




- > The critical benchmark for Classic Cars is >20 and for Motor Cycles is >100.
- > Italy and Finland are the critical areas.



- Here, the graph represents quantity ordered in the different regions w.r.t critical areas during the span of 2
  years.
- The quantity ordered in non-critical areas for both the categories has crossed the critical benchmark and thus have contributed heavily in demand generation.
- Finland and Italy has ordered the least Classic Cars & Motorcycles, respectively.
- Therefore, a potential increase in demand for Classic Cars in Finland and Motorcycles in Italy would help the areas to cross the critical mark, and contribute towards demand generation.



#### The critical benchmark for the span of 2 years for Sales per region is >6K.



- Here, the graph represents sales generated from various regions during the span of 2 years.
- Italy, Singapore, Denmark and Finland have experienced decline is sales and have contributed less to sales generation.
- Therefore, an approximate increase of 78% in sales in Italy, 50% in Singapore, 25% in Denmark and Finland each will bring the sales above the critical mark.
- Overall, annual sales sums up to \$340.5K. An approximate increase of 18% will bring it up to \$401.4K.

# ROADMAP +





- Gathering data from database sources such as RDBMS, cloud, web, spreadsheets, etc.
- Importing, analysing and visualizing the data.
- Extracting, transforming and loading the data in Excel or power query.



- Using refined data to create data models by using Excel.
- Creating models to visualize and manipulate data using graphs, charts, etc.
- Generating data visualization dashboards and reports using Power BI.



- Designing methods to achieve objectives.
- Processing the designed methods
- Implementing the strategic plans to meet project requirements.



- Analysing methods implemented in the process.
- Checking for possible errors and validating the accuracy of implemented methods.



- Launching the deliverables.
- Preparing to go-live to ensure smooth transition of implemented methods.
- Maintaining the project reports by setting data refresh frequency of 12 hrs.

**DISCOVERY PROCESS** 

DESIGN & DEVELOPMENT

**IMPLEMENTATION** 

TESTING & VALIDATION

**DEPLOYMENT** 

2 weeks

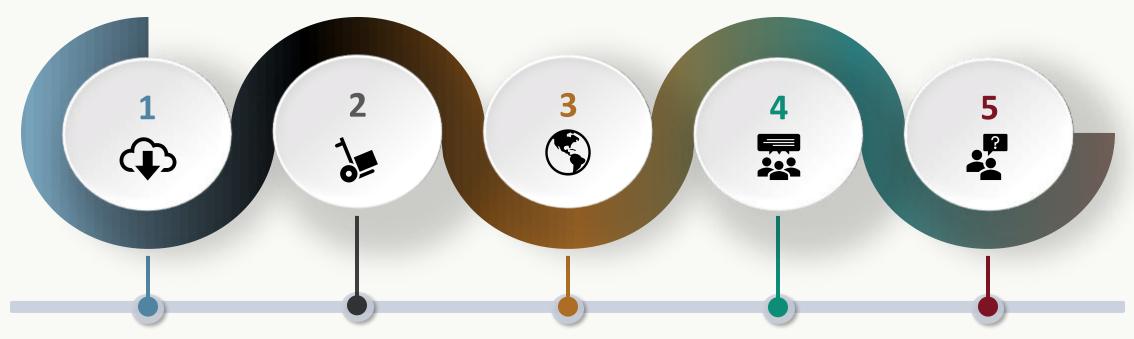
2 weeks

2 weeks

2 weeks

2 weeks





### COLLECTING UPDATED DATA TO REFRESH MODELS

- Refreshing and collecting updated data to develop more accurate models.
- Creating updated data models to gain more insights on changing patterns in parameters like customer behaviour, sales, etc.

### RUNNING QUALITY CHECK ON SHIPPING & DELIVERY SERVICES

- Checking service quality of the delivery services by delivery days and orders delivered.
- Getting insights on orders delivered via various shipping modes with respect to regions to enhance shipping services.

### TARGETING LOW CRITICAL AREAS

- After resolving high critical area's problems, the target is to check for parameters in low critical areas which have impacted overall business.
- Targeting low critical areas to design strategies to improve demand and sales in those areas.

### CHECKING CUSTOMER BEHAVIOUR W.R.T ORDERS

- Customers from USA and SPAIN have placed the highest orders whereas customers from ITALY and FINLAND have placed the least orders.
- Insights on changing patterns will improve services in regions with least orders...

# ENHANCING BOOKING SERVICES AND CUSTOMER SUPPORT SERVICES

- More customers have opted for walk-in and web channels to purchase the product and insights on use of other booking channels will enhance booking services.
- Implementing strategies to assist the customers via query calls, chatbots, query messages, etc.

