



BI Office

CASE STUDY

BI Office: Turning a Light On

Volkswagen Group Ireland Strategically Steers Success

When Volkswagen Group Ireland chose Pyramid Analytics' BI Office to track parts sales through their dealer network, they sought a scalable, enterprise solution that offered tailored analytics to a broad range of users.

Before BI Office, reporting consisted of hardcopies and emailed PDFs sent to dealerships (covering all five Volkswagen Group Ireland brands) that were then compiled centrally—a very labor-intensive activity. The transition to using BI Office didn't require months of adjustment, extensive training, or increased staffing. In fact, according to Volkswagen Group Ireland, "Users throughout the organization were able to use BI Office really quickly. We didn't need to send trainers onsite to educate people because there's no big learning curve."

"Pyramid Analytics' BI Office has essentially *turned a light on* in our department."

Brendan Walsh
Head of Warranty
and Customer Services



With BI Office, Volkswagen Group Ireland is able to select which of those users see which content—from detailed analysis of individual parts, to summaries of dealer and brand performance. They can easily customize content relevant to specific users such as area managers and retailers, with confidence that protected data cannot be accessed by unintended users.

In particular, dealers and brand managers were amazed by how easily and quickly they could gain insights into operational improvements and revenue opportunities. Executives and decision makers could now view the business in a comprehensive *and* granular way—all in one easy-to-navigate platform.

With success that includes completing previously day-long analytical tasks in mere minutes, other successful projects are now also using the BI Office platform. As a data-driven business, Volkswagen Group Ireland continues its world-class performance with faster, better decision making across the enterprise.



Having the right analytics solution can make a massive impact on an organization. According to Walsh, "Pyramid Analytics has *changed our lives*. And I do mean that. It has taken time out of very arduous and very mundane tasks, and has given it back to us. We now have the ability to steer the business *strategically* rather than *reactively*."

HIGHLIGHTS

USERS

600+

TRAINING TIME

minutes

BIGGEST CHANGE

reactive to strategic

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