

# Client Reference

## Engineering Services

### Client Support Dashboard and Notification Interfaces

## Client Background

Our client develops, maintains and monitors integrations between various source systems on behalf of their clients.

These integrations form an integral part of their clients' operations and the successful transfer of data between the different systems is crucial to their reputation.

Our client historically used SQL Server Integration Services (SSIS) before moving to Dell Boomi, a more modern integration platform with integrated monitoring and notification capabilities.

## Key Challenges

- The client started converting some of their existing client interfaces to Dell Boomi; but, they still need to monitor the SSIS interfaces.
- Although the performance of the SSIS interfaces (jobs) are logged in a database, the information is difficult to act on, and if missed, it is only actioned when their client logs a support call.
- They developed a dashboard to show the last execution statuses of these tasks, but not all the team members could see the dashboard at all times, and sometimes missed failures. They identified the need to prompt team members directly when interfaces failed.
- This need was emphasised during the Covid-19 lockdown when staff started working from home.
- Only a part of the team have access to Microsoft Teams for notifications.

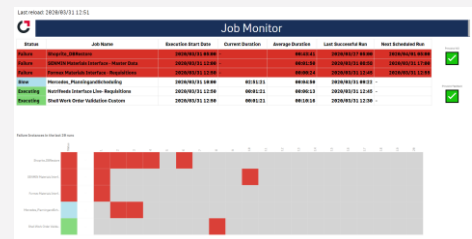
**” In addition to giving us an easy way to monitor our processes, the integration with technologies such as Teams and Telegrams meant that we were able to convert the insight into action. The Covid-19 lockdown showed how valuable it is to have the information available in multiple platforms. ~ Client Support Manager**

## Pragma Intervention

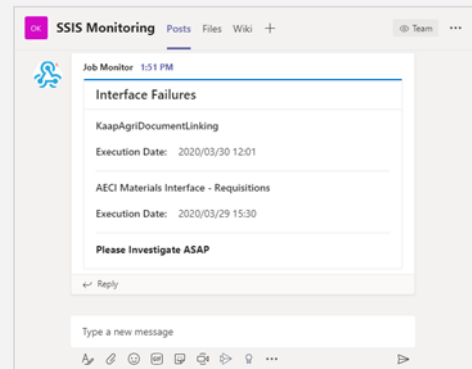
- They deployed On Key Insights at the client.
- After examining the SSIS job history database, a dashboard was developed to display the failed jobs with their associated history to see whether it was an acute or chronic problem.
- The On Key Insights app was integrated with Microsoft Teams using a REST API to notify members of certain channels when the interfaces for which they are responsible failed.
- A custom HTML was created to display the Teams notifications in a simple and clear format, making it easy to act on.
- The On Key Insights app was also integrated with the Telegram messaging app using a REST API to allow team members who don't have access to Microsoft Teams to receive messages on their mobile phones.
- The Telegram desktop app can be used to view the same information.

## Value Add

- SSIS interface performance metrics displayed on an easy to understand dashboard.
- Exceptions sent to Microsoft Teams channel to initiate action.
- Exceptions sent to Telegram group for users who don't have access to Microsoft Teams.



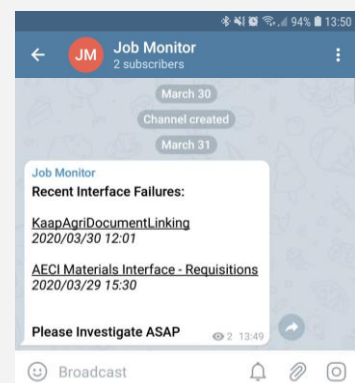
On Key Insights Dashboard



Microsoft Teams Notification

## Tools and Technology

- On Key Insights (powered by Qlik Sense)
- Microsoft Teams
- Telegram Messenger



Telegram Notification