



Optimizing Data Reporting and ETL Processes: SPK's Success with Jaspersoft and Talend

A leading Fortune 100 company approached SPK and Associates with significant challenges related to their data reporting and intelligence platforms. These issues were critically impacting their ability to serve both current and future customers, and the company needed swift, expert intervention.

CHALLENGES WITH JASPERSOFT AND TALEND

The client was primarily using Jaspersoft as their business intelligence platform to generate and share reports across the organization. However, they were facing recurring display errors, including incorrect headers, misidentification of call recipients, and inaccurate reporting of call durations. For example, call lengths were shown only in minutes rather than in the proper hours and minutes format, causing confusion and miscommunication within the organization.

In addition to these issues, the company also faced challenges with Talend, their primary data integration tool. Talend is critical for automating reports, but bugs in the system caused parameters to appear blank when they should have been populated, further complicating the accuracy and reliability of the company's data reporting. Given the importance of accurate data for business operations, these issues required immediate resolution.

THE SOLUTION

SPK and Associates swiftly stepped in to provide the expertise the client needed. After conducting a thorough analysis of the problems, our team collaborated closely with the client to understand the full business impact of these technical challenges. While the client may have had the internal capacity to resolve some of the issues, they recognized that bringing in SPK's expert resources would save them both time and money. Overall, Exalate made the setup simple, and once it was set up neither company had any issues.

One of our experienced consultants was tasked with addressing the bugs in both Jaspersoft and Talend. By focusing on fixing these issues, SPK allowed the client's employees to remain focused on their core responsibilities rather than troubleshooting technical problems. In addition to resolving the bugs, our consultant worked to ensure that all customer reports were generated correctly going forward, while digging into methods to address historical reporting. This involved modifying existing reports and adding new data fields as required, ensuring the company's customers received the information they needed accurately and on time.



SAVED 2 DAYS PER BUG BY USING SPK FOR BUG FIXES



DATA REPORT ACCURACY INCREASED BY 23%



HUNDREDS OF DOLLARS SAVED BY USING SPK



BUSINESS OUTCOMES

SPK's intervention saved the company approximately two days of internal work per bug fix, significantly reducing downtime. This company achieved cost savings by allowing their team to focus on customer-facing tasks rather than troubleshooting technical issues. Report accuracy improved by 23%, as SPK resolved all impacted reports and ensured proper data integration. This partnership with SPK allowed the company to enhance the reliability of their reporting systems, delivering greater accuracy and efficiency to their business operations.

With SPK's support, the client was able to resolve all issues with data visualizations and reporting. The bugs in Jaspersoft and Talend were eliminated, and automation processes were restored to full functionality. As a result, the client can now generate reports confidently, free from errors.

“ THANKS TO SPK, THE BUGS HINDERING OUR DATA REPORTS ARE ELIMINATED. SPK SAVED US TIME AND ENSURED OUR CUSTOMERS RECEIVED ACCURATE INFORMATION REGARDING CALLS.

Division Vice President

