

## Why does Scaleflex choose Dataflake to build dashboards?



**↑ Efficiency**  
Supply Chain,  
Marketing, Sales



**Changes**  
Consumer  
Trends



**↓ Costs**  
Maximize  
Profitability

### The Challenge

The Data Analyst team in Scaleflex received a request from the Customer Support team that they needed to have a dashboard to monitor ticket performance including first response time, full resolution, ticket status, customer plan, products and other important metrics

The support team is using customer support software and this service does provide reports. However, the dashboard doesn't have enough information while the team would like to observe explicit and detailed data, so they decided to use Dataflake to collect data and build dashboard themselves.

### The Purpose

The main goal here is to build Dashboards to monitor ticket performance, then improve their customer service experience, which is crucial for the company.

After gathering requirements and collecting data, Scaleflex used Dataflake to produce the SLA management dashboard.



*"I've been using Dataflake as my primary monitoring tool for infrastructure issues. I am satisfied with the features in Dataflake as it helps produce dashboards quickly and accurately, which enhance productivity for the whole organization "*



**Jean-François Lecas -**  
VP Global Services &  
Support in Scaleflex

## What are the benefits that Scaleflex has gained?

### The Solution

- Dataflake is user-friendly with highly customizable styling options like charts, images, shapes, etc.
- It can meet their needs to produce overview and detailed dashboards.
- Dataflake is designed to make dashboards quickly which helps save time for the company.
- Dataflake allows workflow collaboratively in cross-functional teams.
- Supported types of data sources like: Big Query, PostgreSQL, ClickHouse, MySQL, Microsoft SQL Server, and flat files.

### The Benefits

- Dataflake saves time for defining unhappy customers.
- Customer support team can manage the first reply time of internal staff. Every people in other teams can use Dataflake, visualize data and find problems themselves
- The teams have improved their performance and work effectively.
- Dashboards can be customized easily to serve business' goals.

### The Company

Driven by the mission to simplify the management, optimization and acceleration of any kind of digital content anywhere in the world, Scaleflex is a global leading B2B SaaS company developing powerful and scalable Digital Asset Management and Media Acceleration solutions.

Scaleflex provides scalable, reliable and affordable Cloud services - to load, store, organize, optimize, publish and accelerate all media assets (images, videos, static files such as JS and CSS files, etc.) for the website or mobile application.



*"Dataflake is easy to build dashboards and can collaborate effectively with people in other teams, I can build dashboards to define problems quickly which saves my time and enhances my work performance"*



**Data Analyst team in  
Scaleflex**