

## CASE STUDY: Partner Performance

**Solution:** Data Processing, Scorecard Metrics

**Services Provided:** Business Intelligence (BI) & Analytics

### Engagement Overview

The client required reporting on a set of Key Performance Indicators (KPIs) to track worldwide partner sales and targets achieved. The KPIs were to be reported as part of a larger dashboard within the organization and the report was to be flexible to accommodate changes in the metric from year to year with the capability to add or remove products as applicable.

### Challenges

No system in place to track the number of partners within a sales threshold level (partners who sold a minimum number of Cloud seats to their customers).

### Bloom Solution

The Bloom team created a self-service BI report refreshed monthly and accessible to senior management at corporate and field levels, working with multiple data sources to implement the activation of the partner metric report.

### Services

#### BI Services Support

- Created SSIS solution to process data for relevant products.
- Provided self-service PowerBI report.
- Provided metric data upload to corporate scorecard platform
- Provided Help Desk style support for duration of two years.

*"Bloom supported me by managing a high profile cloud partner metric and scorecard during FY12 & FY13. I was very happy with the partnership and business outcome that Bloom provided. The team not only collaborated with various other teams to ensure the underlying data accuracy to calculate & deliver the right metric results, but also established a strong solid field escalation and feedback process to ensure accurate and transparent metric calculation."*

- Redmond-based Fortune 500  
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