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BI/Analytics • Applications • Databases

Case Study

Restaurant Chain Replaces Ineffective Analytics Tool with Power BI

A restaurant chain of cafés and eateries was dissatisfied with their existing analytics tool, and worked with Datavail to switch to a mature, feature-rich Azure cloud analytics solution, Power BI.

Technology

- Infor Birst
- Microsoft Power BI

The Challenge

The client was using the Infor Birst software for BI and analytics but was dissatisfied with the tool's high learning curve and lack of widespread adoption across the business.

They needed real-time data and insights across different store locations and departments, including finance, marketing, and operations. In practice, however, the client lacked a single source of truth for its enterprise data, which led to challenges and inefficiencies such as:

- No transparency or visibility into where important data was located.
- Long waits between requesting and delivering reports.
- High demands on data analysts and engineers, who weren't familiar with the needs of other parts of the business.

The Solution

Looking for a self-service real-time analytics tool, the client reached out to Datavail. When Datavail presented a demo of Microsoft's Power BI analytics tool, the client was immediately sold on an Azure cloud migration. Datavail completed the project from start to finish, providing on-site training in specialty report development, so that users could familiarize themselves with the new workflows.

The Results

Rather than sticking with an ineffective and divisive tool like Infor Birst, the client's switch to the Azure ecosystem provides a common toolset to unify employees across the company—including Power BI, SQL Server, Excel, Visual Studio, and more. The post-implementation training improved user adoption rates significantly over the legacy tool.