

# Business Intelligence

Portfolio and Expertise

# **Your Partner in Data Strategy**

**We specialize in solutions that transform  
data into clear, actionable insights.**

We help businesses gain a clear and comprehensive overview of their data. By consolidating data from various sources, and creating customized automated reports that enable faster, higher-quality, and data-driven decision-making.

BI & Data Warehouse



Data Consolidation



Increased Workplace Productivity



Informed Decision -Making



Faster Achievement of Business Goals



## Why Business Intelligence?

Every business  
faces **opportunities** to seize  
and **problems** to solve



BI identifies both and  
provides solutions.

Business Intelligence is  
becoming a **standard and  
essential element** in business.

It ensures that **decisions  
are based on data**,  
not intuition.



Your data from various sources is collected, combined, cleaned, and stored to provide **a single point of truth.**

This gives you a comprehensive overview of your company's performance, enabling you to **make strategic decisions with confidence**

# Our BI Expertise



## OUR EXPERTISE

# Business Intelligence & Data Warehouse

We consolidate data from all your sources into one place, giving you a complete view of your operations. Our interactive dashboards and predictive analytics reveal key insights, eliminate inefficiencies, and help you act on new opportunities fast.

- Problem Identifying & Strategic Planning
- Data Collection, ETL & Data Warehouse
- Data Analysis
- Data Model Development
- BI Reporting Creation
- Performance Dashboard Creation
- Advanced Business Intelligence



## OUR EXPERTISE

# Data Preparation



## Data Collection, ETL, and Data Warehouse

**Extract (E):** Gathering data from various sources (ERP, CRM, Excel, API, etc.).

**Transform (T):** Cleaning, validating, merging, and optimizing the data.

**Load (L):** Loading the refined data into a data warehouse (single point of truth).

The data is now ready for analysis.



## Data Analysis

Exploring data to identify patterns, trends, and other key insights.

Gaining a deep understanding of data to maximize its value.

## Inputs

Raw data from various sources (e.g., databases, ERP, CRM systems, spreadsheets, web services, internal systems).



**Data Collection, ETL, and  
Data Warehouse**



**Data Analysis**



## Outputs

Cleaned, validated, and organized data stored in one place.

## OUR EXPERTISE

# BI Reporting



## Data Model Development

We create logical data structures that define relationships, hierarchies, and calculated metrics between tables.

These models serve as the foundation for efficient analysis and reporting.



## BI Report Creation

We design detailed, interactive Power BI reports that transform complex data into clear metrics and insights.

Ideal for deep analysis and decision-making support.

## Inputs

Cleaned and organized data from the data warehouse, business requirements and goals, corporate rules, and calculations.



**Data Model  
Development**



**BI Report  
Creation**



## Outputs

Interactive and user-friendly Power BI reports.



## OUR EXPERTISE

# Advanced BI Services



## Performance Dashboards

We design Power BI dashboards that display key performance indicators (KPIs) in real time, providing quick insights and supporting instant decision-making.

These dashboards combine visualizations from multiple Power BI reports.



## Advanced Business Intelligence

We leverage predictive analytics, machine learning, and advanced algorithms for deeper data analysis, trend forecasting, and risk prediction.

We help businesses not only monitor their current status but also prepare for the future and identify new opportunities.

### Inputs

Data models, visual reports, key performance indicators (KPIs), and historical data.



**Performance Dashboards**



**Advanced Business Intelligence**



### Outputs

Power BI Dashboards  
Advanced BI Solutions.

# TechStack

## TECHSTACK

# ETL and Datalake (Data Warehouse)

## Databricks

A modern cloud platform for **storing, processing, analyzing, transforming, and integrating large volumes of data**, including ETL operations. It combines the advantages of a data lake and a data warehouse (known as a datalakehouse).

It can handle even the most complex data tasks and is ideal for **scalable** enterprise deployment and **innovative** projects.

**Datalake** = storage for raw data.

**Datawarehouse** = Storage of structured and processed data ready for analysis.

**ETL**= Extract, Transform, Load

## Advantages

1. **Performance and Scalability:** Horizontal processing of large data volumes (batch and streaming).
2. **AI and ML Ready:** Tools for machine learning, predictions, and MLOps.
3. **Flexibility:** Integration with AWS, Azure, GCP, and various data sources.
4. **Enterprise-Grade Security:** Encryption, access management, auditing, and HIPAA compliance.

## TECHSTACK

# BI Engine

## PowerBI

Used for data analysis and visualization. It enables connecting various data sources, transforming data using Power Query, and creating data models, interactive reports, and dashboards.

## Advantages

1. Wide integration – connection to various data sources, from databases to cloud services.
2. Creation of dynamic dashboards and reports tailored to user needs.
3. AI features such as AutoML, natural language processing (NLP), anomaly detection, etc.
4. Enterprise readiness – auditability, encryption, versioning, and access management.
5. Easy report publishing to a cloud platform for authorized users.

# **Basic BI Service Packages**

## Data Preparation and BI Reporting: Basic

### Initial Conditions:

- A consolidated data source exists (e.g., SQL database, Datawarehouse in Databricks).
- Data is ready for use without requiring backend (BE) or ETL operations.
- Small to medium volume and diversity of data.
- BI goals are well-defined and straightforward.

**Estimated Effort: 80 hours\***

\* The estimate is indicative.

**We are happy to tailor our services to meet your specific needs and requirements.**

# Data Preparation and BI Reporting: Basic

## Includes

### 1. Connection to an existing data source.

### 2. Recommendations

- Assessment of data and suggestions for improving ETL/BE processes.
- Proposals for maximizing data potential.

### 3. Transformation and Modeling

- Data transformation in Power Query (if necessary).
- Creation of the primary data model (relationships, hierarchies, metrics, calculations).

### 4. Reporting

- Creation of one report in Power BI (max. 5 pages with up to 5 visualizations per page).
- Use of standard visualizations available in Power BI (so-called out-of-the-box visualizations).

### 5. Support and Training

- Training on report usage (if necessary).
- Recommendations for further BI development.

**We are happy to tailor our services to meet your specific needs and requirements.**

## Data Preparation and BI Reporting: Premium

### Initial Conditions

- No consolidated data source exists.
- Minimal or no BI setup.
- Small to large volumes and diversity of data.
- Assistance needed to define BI goals.

### Estimated Effort: 160 hours\*

\* The provided estimate is indicative and does not include the creation of custom visualizations.

We are happy to tailor our services to meet your specific needs and requirements.



## Data Preparation and BI Reporting: Premium

### Includes

#### 1. Data Collection and Consolidation

- Consolidation of data from various sources (databases, ERP, CRM, API, Excel).
- Creation of a unified data source in a Data Warehouse (Databricks).

#### 2. ETL and Backend Operations

- Automation of ETL processes (extraction, transformation, loading).
- Processing, validation, and optimization of data at the backend level.

#### 3. Consultations and assistance in defining BI goals.

We are happy to tailor our services to meet your specific needs and requirements.

## Data Preparation and BI Reporting : Premium

### Includes

#### 4. Transformation and Modeling

- Data transformation in Power Query (if necessary).
- Creation of the primary data model (relationships, hierarchies, metrics, calculations).

#### 5. Support and Training

- Training on report usage (if necessary).
- Recommendations for further BI development.

#### 6. Reporting

- Creation of one report in Power BI (max. 5 pages, max. 5 visualizations per page).
- Use of standard visualizations available in Power BI (so-called out-of-the-box visualizations).
- Customization of reports for more complex needs.
- Custom visualizations in Deneb as needed (this may increase the estimate).



How can leveraging data help your company achieve success?

**How can BI help?**



## Processes and Production

Streamlines production processes, predicts machine maintenance, reduces unplanned downtime, and saves material consumption.



## Sales and Marketing

Analyzes purchasing behavior, optimizes marketing campaigns, and increases sales through targeted campaigns.



## Human Resources (HR)

Improves HR processes, identifies low-productivity employees, optimizes recruitment processes, and analyzes team performance for better task allocation.



## Finance and Accounting

Optimizes cash flow, identifies opportunities to reduce operating costs, analyzes product profitability, and predicts financial results.



## Information Technology

Monitors server performance, identifies potential security threats, optimizes IT costs, and improves system availability.



## Customer Service and Support

Tracks and analyzes customer requests, predicts recurring issues, optimizes support responses, and speeds up problem resolution.

## Processes and Production

In these areas:



**Production**



SCM

**Supply Chain Management**



**Logistics**



**Quality Control**

1. Monitor production data in real time and optimize processes.
2. Improve equipment maintenance efficiency based on data insights.
3. Identify bottlenecks and reduce production costs.
4. Enhance supplier management through logistics data analysis.
5. Maintain consistent product quality.

## Sales and Marketing

In these areas:



**Market Research**



**Sales Strategy**



**Advertising**



**CRM**

1. Gain insights into your customers by analyzing purchasing behavior—for example, identifying which products are most frequently bought together.
2. Compare the performance of ads on Google Ads and Facebook, and determine which platform delivers the highest return on investment.
3. Identify your most profitable customers and offer them discounts or special packages.

## Human Resources (HR)

In these areas:



**Recruitment**



**Performance  
Management**



**Compensation  
and Benefits**



**Employee Training  
and Development**



**Employee Relations**

1. Analyze candidate data to determine which sources bring the most successful employees.
2. Monitor employee performance and identify areas for improvement.
3. Evaluate training effectiveness and optimize development plans.
4. Analyze employee performance and establish fair compensation.

## Finance and Accounting

In these areas:



**Financial  
Planning**



**Financial  
Analysis**



**Taxation**



**Audit and Financial  
Reporting**



**Budget Managemet**

1. Consolidate data from various sources and monitor finances in real-time.
2. Track revenues and expenses for better budgeting.
3. Visualize performance by departments and branches.
4. Automate audit processes and reduce the risk of errors.



## Information Technology

In these areas:



**Network  
Infrastructure**



**Cybersecurity**



**IT Support**



**Software  
development**



**Data Management**

1. Monitor the performance of IT infrastructure in real-time.
2. Visualize the status and availability of systems on clear dashboards.
3. Identify threats through data analysis of security incidents.

## Customer Service and Support

In these areas:



**Measuring Customer Satisfaction**



**Technical Support**



**CRM**



**Helpdesk Support**



**Complaint Resolution**

1. Combine data from emails, calls, and chats into a single dashboard and analyze customer requests.
2. Identify factors affecting your clients' satisfaction.
3. Track response times and improve reaction times to customer requests.

# **Meet our BI Team**



## Meet our Business Intelligence Team



Touch4iT

**Lenka Rabčanová**

**BI Project Manager & Consultant**

Lenka has a passion for technology and innovation, with experience in project management and BI-related sales activities.

She specializes in designing impactful BI solutions, organizing project resources, overseeing the delivery of required services, monitoring risks and mitigating them, reporting worked hours, and communicating with clients.



Touch4iT

**Lukáš Láni**

**Project Manager**

Lukáš is a technically focused professional with years of project management experience. He specializes in developing sophisticated data processing solutions, visualization, and implementing robust security measures.

He excels in strategic planning, effective team and resource coordination, and achieving exceptional results. Lukáš has expertise in managing complex BI and AI projects, enterprise system management, and ensuring secure operational environments.

## Meet our Business Intelligence Team



Touch4iT

**Tomáš Kavický**

**BI Team Leader**

Tomáš is an experienced Team Leader with extensive expertise in Business Intelligence and Power BI.

Since 2018, he has successfully led projects from design to implementation. He is responsible for coordinating the BI team, creating reports, visualizations, and data analyses that support clients' strategic decision-making.

He stands out for his expertise, communication skills with stakeholders, and his ability to address complex challenges.



Touch4iT

**Tomáš Csörgei**

**PowerBI Specialist**

Tomáš is a Power BI expert with over 5 years of experience.

He is responsible for connecting to data sources, transforming data in Power Query, and creating advanced visualizations in Power BI and Deneb.

He delivers tailored reports that support clients' business goals and meet their expectations.



## Meet our Business Intelligence Team



Touch4iT

### Michal Skuhra

**Databricks, ETL/BE Engineer**

Michal is a Databricks and ETL/Backend Engineer who designs, implements, and optimizes ETL and backend processes essential for creating seamless and efficient BI reports.

He specializes in consolidating data from various sources, building and managing data warehouses, ensuring a reliable data foundation for business analytics and strategic decision-making.



Touch4iT

### Dávid Ondruš

**BE Team Leader**

Dávid is a BE Team Leader and software architect with more than 7 years of experience.

He leverages his technical expertise to build robust and scalable information systems.

Dávid is responsible for leading the BE team, designing data architectures, and integrating systems that support efficient data processing and analysis for BI solutions.



Our world-class team consists of experienced professionals who graduated from top universities focused on computer science, design, management; and have PhDs.

20+

Years of experience and many delivered solutions to hundreds of clients in many industries.



# Case Studies

BI Implementation



# Digital Transformation of Aircraft Maintenance with BI Solutions



# Aircraft Maintenance Optimization through Our Advanced BI Solution

State-of-the-art solution provided by highly skilled technicians  
with over 15 years of industry experience.



# Introduction & Problem

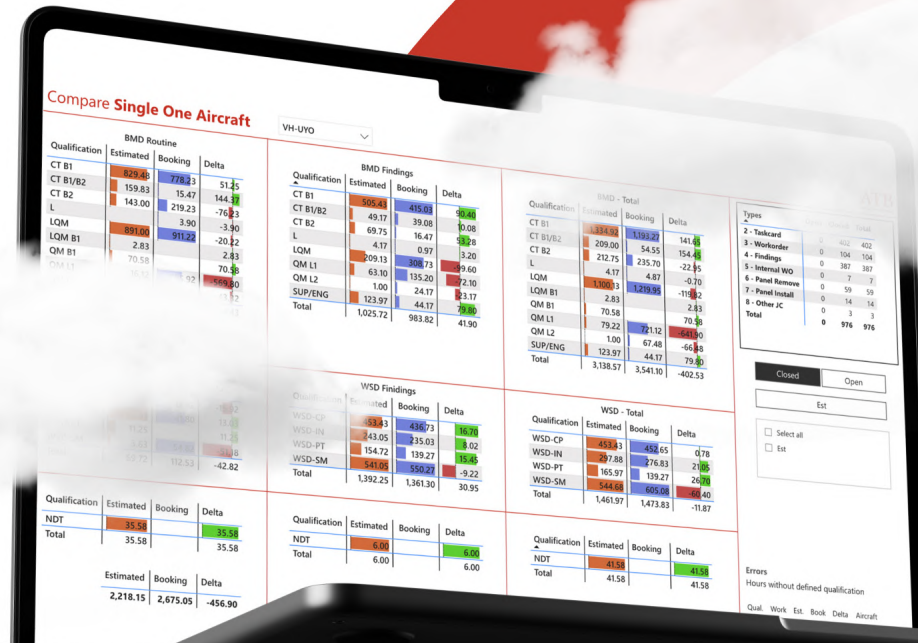
## About Client

Austrian Technik Bratislava (ATB) provides top-notch maintenance, repair, and overhaul (MRO) services for aircraft operations.

## Problem

Highly skilled technicians at Austrian Technik Bratislava required a solution to process large volumes of data to support decision-making.

- Manual processes (paper and pen) slowed down workflows and caused significant errors.
- Inefficient integration of data from multiple systems.
- Lack of a fast and accurate reporting system for monitoring performance and planning maintenance.



# Solution Process

Our solution included:

1. **Analysis and Solution Design:** Tailored to the specific needs of the client.
2. **Data Collection, Consolidation, ETL Processes, and Data Validation:** Automated data import from internal tools into the PostgreSQL database. Data transformation and quality assurance before importing into Power BI.
3. **BI reporting:** Implementation of reports to monitor performance, progress, and plans. Overview of repairs by hangars, aircraft, teams, and aircraft components.
4. **Testing, Customization, and User Training:** Collaborated with the client on continuous report testing and trained users on how to work with the reports.





# Results

Our solution for the client led to improvements in the following areas:

- **Efficiency:** Automation reduced the time required for manual data processing from hours to minutes.
- **Accuracy:** Reliable reports providing an overview of task statuses, team performance, and plan adherence.
- **Flexibility:** The client can better identify weak points (bottlenecks) and effectively plan resources.
- **Productivity:** Faster decision-making increased team efficiency in the hangars.



# Centralization of Financial Data for International Logistics

# Business Intelligence for a Leader in International Logistics

BI reports for improving efficiency and revenue growth.







do what you do best and outsource the rest!

# Introduction & Problem

## About Client

WELL PACK is an international company operating in 11 countries, offering a wide range of logistics services – warehousing and order fulfillment, logistics and transportation, washing of reusable plastic packaging, packaging materials...

## Problem

- Fragmented financial data across countries and departments.
- Errors in accounting records affecting the accuracy of reports and the ability to make correct decisions.
- Time-consuming manual processes, calculations via Excel.
- Insufficiently scalable and accurate reports, which did not effectively cover the growing operational needs of individual departments.





# Solution Process

We divided process into four phases:

## 1. Data Collection, Integration, and Consolidation

Extracted data from ERP systems using an SQL importer.  
Consolidated data from multiple countries and departments into a single database.

## 2. Data Preparation

Processed, cleaned, and validated data, removing duplicates and erroneous records.

## 3. Report Creation

Developed reports in Power BI for finance, logistics, and operations.  
Reports were designed to be flexible and scalable for future departments. Automated report creation.

## 4. Report Utilization

Worked with data and educated the client on how to effectively use the reports.



## Results

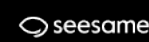
- **Consolidation of financial data** from multiple countries and departments into a single system, eliminating errors and ensuring reliable foundations for decision-making.
- **Automation of reporting**, which reduced manual work, accelerated data access, and saved time on analysis.
- Detailed monitoring of profitability, costs, workload volumes, consumption, and team performance, which helped identify inefficient operations and **optimized resources**.
- Customization of reports to meet the needs of individual departments and preparation for further expansion as operations grow.
- **Improved process efficiency**, faster and more accurate decision-making, cost savings, **and improved collaboration between departments**.



Touch4IT

We are inspired to work with those who aspire to stand out and be leaders in their industry.

# Our Inspired Clients



# **We are a one-stop shop company**

**specializing in the design and development  
of digital products.**

We elevate our client businesses with our expertise in advanced technologies,  
including AR/VR, A, BI, and custom software solutions..

**Touch4IT**

**10+**

Years of experience

**300+**

Finished projects

**24**

Countries, where we operate

## Let's Discuss How We Can Bring Your Ideas to Life



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