

# Productivity Hacks for Data Analysts



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# Cisco CPS Thoughtspot Journey



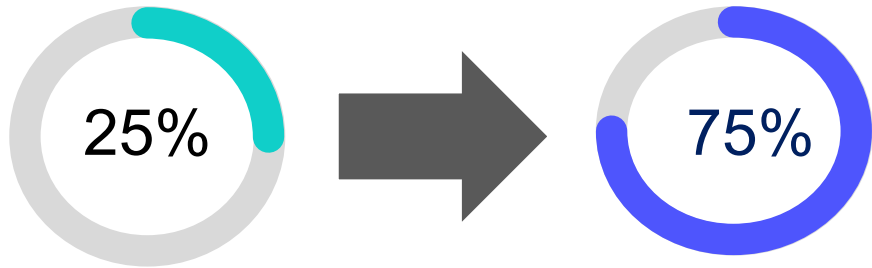
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# Agenda list

- CPS BI Goals
- Existing ecosystem
- Challenges
- Adding ThoughtSpot - Why
- Benefits

# Goal – Pervasive BI/Analytics



## Whoever

Various roles in CPS – Executive, Management, Operational.

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## Whenever

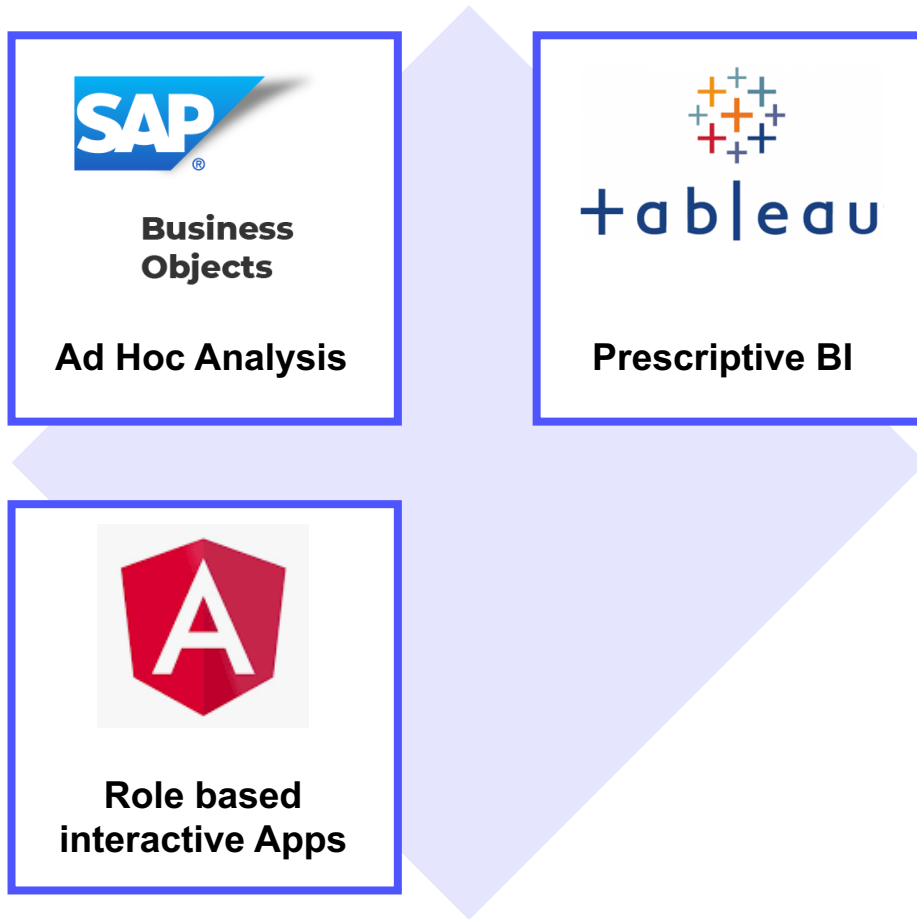
Its always available immediately when we need it

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## However

My way to tell my data driven story.

# Existing CPS BI Ecosystem



## Business Objects

Users are well trained. Does great ad hoc reporting

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## Tableau

Prescriptive dashboards that look great!

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## Custom Apps

Work very well for predefined functionality

# Challenges



## Big Datasets

- 3.5 Million Cases/year.
- 50M Customer Registry records.
- Even larger Install base records.
- Ability to go from high level to granular data



## Speed

- BO limits download size
- Speed of existing dashboards really low for data exploration



## One Place for data

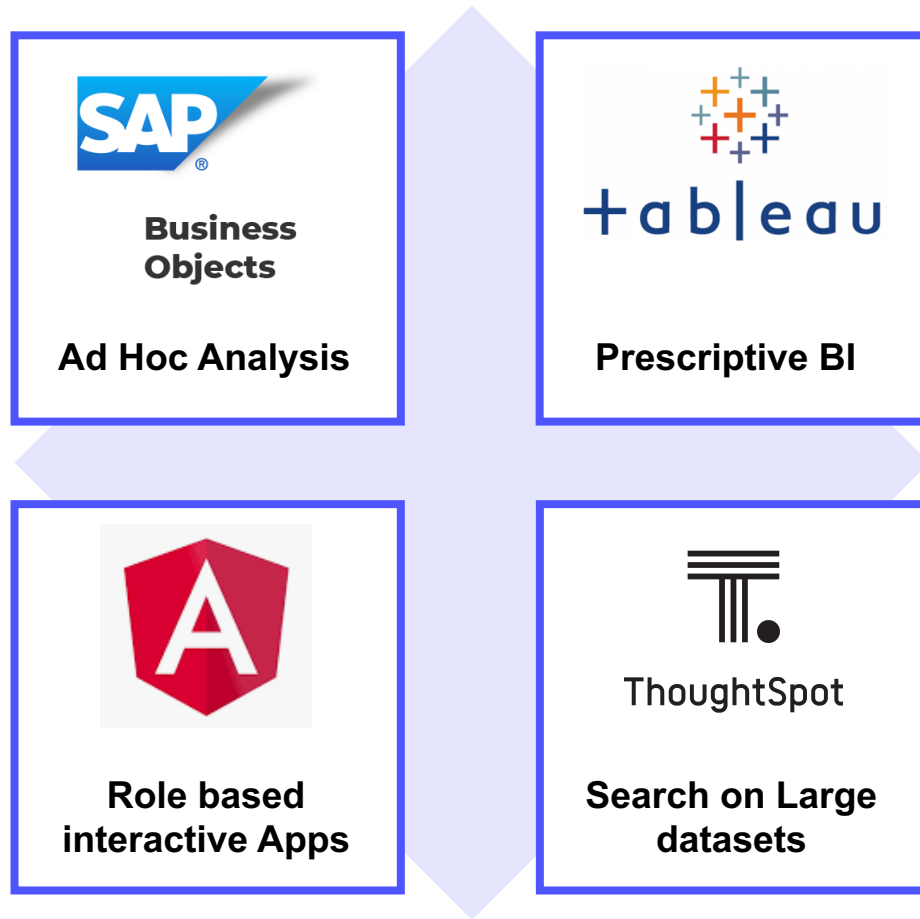
- Where do I find my stuff ?
- Why do many disparate places ?



## Self Service

- How do we enable biz users to create and deploy dashboards on trusted data ?
- Allow Citizen Data science ?

# ThoughtSpot – addition to the BI suite



- Extremely large datasets
- Search Experience (with AI)
- Enables Curiosity
- Self Service



# Realized Benefits



## Large Datasets

- >5 million cases
- 50 million customer registry records/SAV



## Speed

- Sub second to a few seconds response times on all queries
- Time to insights down from a week to hours
- QBR creation down from a day to an hour or less



## Search

- Searching as easy as using Google/Amazon
- Conversational analytics – follows the analysts train of thought



## Self Service

- 4-5 process owners have created their own dashboards to manage their processes.
- Fully collaborative – ability to share insights which remain refreshed.

# Realized Benefits...Almost (Oct)

## No Data Ingestion

- Work off data in Snowflake

# ThoughtSpot Adoption Journey



**Eric Lloyd**

Senior Manager IT



**Kalpana Basavaraju**

System Analyst Sr. Staff  
Qualcomm Incorporated

# Qualcomm

The company that brought  
you foundational technologies for  
3G and 4G is **unlocking 5G**



**Eric Lloyd**

- Lead BI for Engineering and internal IT
- Support implementations across Operational, Analytical, Data Discovery, Big Data, Machine Learning, etc.



**Kalpana Basavaraju**

- Provide solutions across OLTP, MDM, OLAP, Data Governance, ML and Cloud Platform

# Agenda

- Business Challenge
- Use Case
- Tool Evaluation
- Digital Transformation
- Post Production Metric

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# Business Challenge

- Each product release brings new challenges
- We want to know about issues before they become a problem for our customers
- Unstructured data
- Do we know what we don't know?



## Solution

- Leverage the search based capability of ThoughtSpot to discover “hidden” data
- Benefit from SpotIQ’s ability to surface changes and patterns in data

# Use Case

- Move non-critical users from high cost OLTP application to a platform that provides similar or better functionalities with minimal cost
- Self-Service platform for reports, analytics and search
- Easy onboarding of 200+ users



## Challenges

- Wide / Deep tables with numerous key clob fields
- Ability to visualize & search formatted clob comments in its entirety



# Tool Evaluation

- Functionality & Cost comparison against qualified tools



## Challenges

- No single tool satisfied all the key requirements

# Digital Transformation

## Implementation Journey

- Proof of Concept
- Key stakeholder's buy in
- Best practices
- Customized training
- Communication plans for mass roll out
- Added functionality of AI driven data discovery & Insights



## Challenges

- Buy in was not easy
- ThoughtSpot was not well known within our user community
- ThoughtSpot provided good support throughout the journey including enhancement of some features to fit our needs

# Thank You

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