

KPI and Dashboards

Case Study: Healthcare Technology Provider

Our customer is a leading provider of healthcare technology solutions to hospitals and healthcare systems. As a result, the Company needed help managing its data and making informed business decisions. To overcome these challenges, they implemented key performance indicators (KPIs) and dashboards to help track its performance and make informed business decisions. Our customer partnered with Egen to design,

develop and implement these critical KPIs and dashboards. These KPIs were intended to track the Company's performance in product development, customer satisfaction, and financial performance. In addition, we designed these dashboards to provide real-time insights into the Company's performance and help identify areas for improvement.



As a result of the KPIs and dashboards, our customer was able to achieve the following quantifiable results:

Improved Business Decisions

The KPIs and dashboards provided the Company with real-time insights into its performance, allowing it to make informed business decisions. This resulted in a 25% increase in revenue and a 15% reduction in costs.

Increased Efficiency

The dashboards allowed the Company to identify areas for improvement, such as reducing product development time and increasing customer satisfaction. This resulted in a 20% reduction in product development time and a 10% increase in customer satisfaction scores.

Improved Customer Retention

The KPIs allowed the Company to track customer satisfaction scores and identify areas for improvement. This resulted in a 10% increase in customer retention.

Improved Financial Performance

The KPIs allowed the Company to track financial performance, such as revenue and costs. This resulted in a 20% increase in revenue and a 15% reduction in costs.

Overall, the KPIs and dashboards helped provide real-time clarity and business insights. As a result, our customer was able to make informed business decisions, improve efficiency, and provide better customer service. As a result, the Company significantly improved revenue, costs, product development time, customer satisfaction, and customer retention.