

Case Study



Consulting

Empowering Real-Time Operational Insights and Reporting with Power BI

A global financial institution partnered with Judge Consulting to modernize its operational reporting capabilities. The objective was clear: eliminate manual reporting, integrate data across multiple systems, and create a centralized platform for real-time analytics. The result was a scalable Power BI solution that delivered clean, actionable data to stakeholders across the organization—enhancing visibility, accelerating decision-making, and supporting a long-term data strategy.

THE CHALLENGE

Disconnected Data and Manual Reporting Led to Inefficient Operations and Delayed Decision-Making

The institution was managing critical operations through multiple platforms, including ServiceNow and Fusion. However, reporting remained highly manual, requiring teams to extract and consolidate data into spreadsheets. This process was time-consuming, error-prone, and limited the organization's ability to detect trends, track KPIs, and respond quickly to issues.

As the organization expanded, so did its need for a scalable, automated solution that could deliver accurate, real-time insights. Leadership lacked a single source of truth for data-driven decisions, while operational teams had no efficient way to monitor performance or proactively flag problems.

THE SOLUTION

A Unified Power BI Reporting Ecosystem

Judge Consulting delivered a seamless Power BI implementation and integration that automated the full lifecycle of operational data—from extraction to visualization. The goal was to make analytics not only more powerful, but also more accessible to users across departments.



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Key components of the solution included:

- API-driven data integration from ServiceNow and Fusion, eliminating manual data entry and enabling continuous data flow.
- Validated data views designed to support consistent, accurate reporting across business units.
- Custom dashboards tailored to visualize critical KPIs and operational metrics through intuitive, interactive interfaces.
- Automated refresh cycles to ensure real-time reporting with minimal latency.
- Training and documentation to support user adoption and long-term sustainability.

This unified approach prioritized both technical precision and user experience-delivering a solution that was robust, scalable, and easy to use.

THE RESULT

Real-Time Insights that Accelerate Performance and Strengthen Operational Resilience

With the Power BI solution in place, the institution transformed its reporting process from manual and fragmented to real-time and centralized. Reporting cycles that once took days now take minutes. Teams have reliable access to performance data, empowering them to track progress, identify risks, and make timely, informed decisions.

One of the most impactful outcomes was the ability to map and monitor real-time application dependencies. This allowed the institution to clearly identify which applications had disaster recovery dependencies-supporting more effective planning and enabling them to back up critical systems to limit downtime. This visibility strengthened their overall disaster recovery and business continuity posture.

The new dashboards also enhanced cross-functional collaboration by giving multiple departments access to a shared set of real-time metrics and performance insights.

Beyond solving immediate reporting challenges, the solution laid the foundation for a broader analytics strategy-positioning the organization to scale its data capabilities with clarity and confidence.



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