Resultant

TRANSPORTATION INFRASTRUCTURE PROVIDER
STREAMLINES DATA MANAGEMENT TO SUPPORT
CONTINUED EXPANSION

CLIENT STORY OVERVIEW

Our client, a leading provider of traffic control and safety services and products with dozens of locations across the country, had been acquiring new branches and companies to strengthen the organization's market position. As the business grew during this period of private equity-backed expansion, so did the company's data footprint.

IMPACT
- Enhanced efficiency
- Strategic growth
- Better equipped to expand

KEY SERVICES

BI	BI managed services
Ss	Scalable support solution
So	Streamlined operations
Dd	Data driven insights

INDUSTRY
Roadway safety solutions

KEY TECHNOLOGIES
- Snowflake
- Tableau
- Alteryx

STORY HIGHLIGHTS

Expanded expertise
Access to a diverse pool of talented data professionals removed bottlenecks and enabled more confident decisions with better outcomes.

Streamlined ticket resolution
A centralized ticket management system with optimal workflows and a structured approach to requests and reporting maximized efficiency.

Positioned for growth
With a solid foundation and framework in place and a scalable data environment, the company positioned itself for growth without disruption.

INCREASED
access to a diverse pool of data experts.

DECREASED
overall support costs.

CHALLENGE

Lack of expertise to meet demand

As a result of multiple acquisitions, the company's operations spanned multiple platforms, including Alteryx, Snowflake, and Tableau. **However, just one person was responsible for overseeing and optimizing all data systems.** The company's reliance on a single individual and limited data expertise from a previous vendor slowed the response to data support requests and made it difficult to meet growing demand for real-time data insights.

Insufficient resources for high-value tasks
The initial assessment of the company's environment uncovered several resource allocation issues and process inefficiencies, including a significant amount of time and resources devoted to maintenance and "break fix" tasks. These problems hampered their ability to maintain and promote development reports to production in a timely manner.

SOLUTION

Hybrid support model for multiple data platforms

The Resultant team worked closely with the company's leadership to establish a scalable support agreement tailored to the company's evolving data needs. We then developed a service model that introduced structured request and reporting processes: a hybrid Professional Services and Managed Services support model that synced the request system to the Resultant ticketing system for transparency and tracking purposes. This enabled more efficient data processing and reporting, environment documentation consolidation, and optimization of Alteryx workflows to streamline ETL processes. The hybrid model also provided the client with a cyclical option to promote larger projects to the Resultant professional services team as needed.

Efficient, scalable ticket management

Our technical approach utilized agile project management principles, allowing us to quickly adapt to changes in scope and deliver incremental improvements. Furthermore, a robust, centralizing ticket management system was implemented to track and resolve requests in a more structured manner. This allows requests to be quickly triaged to the appropriate skillset and reduce turnaround times for critical report deployments.

Access to diverse expertise

The hybrid support model eliminated the challenges and risks of relying on a single individual to field and respond to data support requests. Instead, the company gained access to a variety of skilled data professionals, from data engineers to visualization experts, who had deep expertise in the Alteryx, Snowflake, and Tableau data platforms and could provide guidance on their features and capabilities. The modular service structure was designed to easily scale up or down, providing the company with the flexibility to adapt to both immediate and long-term needs.

Ongoing collaboration for continuous improvement

We established a biweekly leadership session cadence to strategize ongoing data enhancements and align on future initiatives. This approach ensured that the company's data services were not only stable but positioned to scale with their business growth and new project demands.

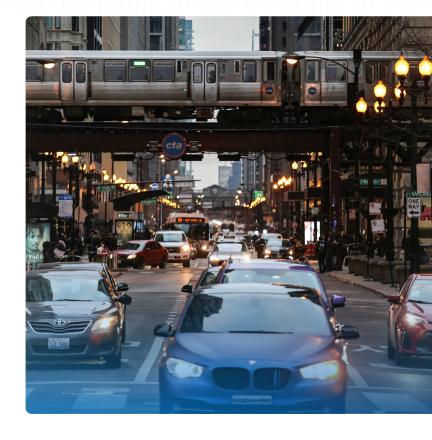Find out more at **RESULTANT.COM**

RESULTS

✓ **Simplicity, structure, and speed**
Resultant's engagement resulted in significant operational improvements. The streamlined request and incident reporting processes led to a measurable reduction in turnaround time for promoting development reports to production. The company now benefits from consistent access to a diverse pool of data experts and skillsets with reduced overall support costs.

✓ **Growth and innovation, not firefighting**
By optimizing data workflows, implementing a modern ticket management system, and removing the single-point-of-failure model, we essentially moved the company from maintenance and "break fix" to optimization and "stay fixed," allowing resources to be reallocated to new development and innovation initiatives. Technology, structure, and processes are in place to support data-driven strategies and decision-making.

FUTURE

Stable framework with scalability and flexibility
The company now benefits from a solid framework that supports continuous enhancement of their data environment. By establishing a cyclical partnership between Professional Services and Managed Services, we were able to deliver a tailored solution that meets current data needs while allowing for future scalability. Ongoing engagement and project management are tailored to the company's specific needs and initiatives.

The company's leadership has expressed high satisfaction with the newfound stability and strategic guidance, which have enabled them to continue their acquisition and expansion initiatives, effectively manage new data systems, and leverage data as a strategic asset and driver of growth.

About **Resultant**

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through solutions rooted in data analytics, technology, and digital transformation, Resultant serves as a true partner by solving problems with our clients rather than for them.

Find out more at **RESULTANT.COM**