

Report Process Automation using Looker

Automating the process of generating reports saved thousands of man hours and significantly reduced the overall cost of operations.



Introduction

This client was a leading real estate data analytics company. The tax services department had hundreds of manually generated reports which led to several challenges such as missing delivery SLAs to customers, report accuracy and people dependency. Hence there was a great need for implementing Automation.

Business Challenge

- ✦ Reports were manually generated and were prone to mistakes, led to time & accuracy SLA misses.
- ✦ AS a human was necessary to generate reports, client had to chip in more \$\$ for each added report.
- ✦ Users did not have a way to access reports and must rely on or wait till they receive the report.
- ✦ Changes to reports were time taking and difficult to make.

Technology Stack



Solution and Highlights

- Designed and developed Looker reports, that are delivered with zero human intervention.
- Centralized data in Google Big Query provided a single view of the business.
- Python was used to bridge Looker feature gaps like delivering reports to a Windows shared drive and emailing 2 reports in a single excel workbook.
- Triggers were set to automatically deliver the reports after various trigger events like, after batch completion, on specific business days of the month, after a certain process was completed.
- Dashboards were developed to encourage interactive usage.

Benefits and Results

- Since adopting Looker BI, the company saved thousands of dollars per year by automating manual reports.
- High customer satisfaction and retention with timely delivery of the reports with 100% accuracy
- Moving data to GBQ lifted load on transaction systems.
- Logic to all reporting objects was in a single project with good documentation, making it easy for any Looker developer with the right privileges to make necessary enhancements to reports.

Conclusion

The impact of this modernization using Looker resonates across the client's organization. Decision-makers now possess real-time, accurate, and comprehensive reports, empowering them to make well-informed choices that drive organizational growth.

Client's Testimonial



We hit a great milestone this week – 100 reports fully automated. This effort is saving the team 323 hours a month – freeing up valuable time for us to work on new scope that is coming to the team at a steady pace.

-Principal, Business Intelligence
Enterprise Operations Group

