"

Business

Challenges

The Fast-Moving Consumer Goods (FMCG) industry is one of the most dynamic industries, and the key to remain competitive in this sector is adaptability and responsiveness to the change. There's constant pressure to increase the efficiency of the supply chain, create new channels and find growth opportunities. In this fast-paced sector, most companies struggle to act quickly because of the lack of availability of real-time data and insights. When large volumes of scattered raw data can't be processed, they become a huge bottleneck.

Deploying Business intelligence help companies reduce the manual labour required to manage data and also to get a real-time update. This allows companies to gain a competitive edge, make use of all the data to gain crucial and actionable business insights.
Business intelligence can be transformational for the Consumer goods sector

Integrated Operations
In a sector wherein the operations span different geographies and locations, getting integrated seamless data seems to be a challenge. The dashboards and visualizations that BI presents, helps in amassing disjointed data sets into a holistic view through data visualization. The BI dashboards can consolidate vital information and look into the daily affairs, all in one place.

Real-time analytics
Getting access to real-time data dramatically changes the decision making and how organizations use data to predict outcomes and make changes. Users by staying connected to the IT infrastructure can see the operations as they happen. The trends derived from this is extremely vital for dynamic analysis and response.

Quicker fact-based decision making
Simplified data visualization helps make sense of data. Since there are numerous touch-points and hence numerous data points, BI helps to visualize and make sense of the huge and scattered data sets.

Superior Quality Assurance

BI helps predict bottlenecks and identify areas of improvements. It provides the companies with the ability to deep dive into the reason for failures. Empowered with this tool, companies can improve the quality of the products.

Crucial Business insights

360° Intelligent BI system helps in Identifying lost opportunities, new segments to target. Utilizing the consumer's purchasing preferences to make selling decisions

JindalX Advantage

We have extensive experience in taking care of e-commerce partners through our:-

Omni-channel Support – Chat | Email | Voice

- Absolute accuracy & optimum CX with up to 4 concurrent chats
- Fastest response time and 24x7 support
- Propensity engines for intelligent solutions and 90% First-Contact-Resolution (FCR)

We give what your business needs

- Personalized and human-centric customer service
- Gamification based process training led by technology
- BI led 'JX Techpack' to give real-time 360º view of operations

To get a free demo of our real-time 360˚ view dashboard, book an appointment or mail us at sales@jindalx.com.

About JindalX

JindalX is a leader in helping businesses drive their Customer Xperience by ensuring that it looks at the processes in completely different ways. Our transformation levers are more focused towards making interactions faster, easier and effective. We at JindalX are equipped with the latest technologies in the business process management space ranging from Digital Tools, Software Development to cutting edge BI-led analytics. Our strongest pillar is the culture of innovation and Xcellence which is driven through our values and vision.