

Making business intelligence intelligent for business

Infodesk was approached by a large financial institution to provide them with a solution that would enable their organization to overcome their key information workflow challenges. They were already utilizing a business intelligence platform but were unsatisfied with the value it was bringing to them.



Objectives

They had three core objectives that they required from the new solution:

- 1** | **Client service**
Facilitate their ability to provide exceptional service to their accounts
- 2** | **ROI**
Improve the return of information investments internally; increasing both employee productivity and the value of content investments.
- 3** | **Future-proof**
Provide a dynamic solution that meets end-user needs now and in the future

“By bringing all of our information sources together on a portal that is accessible by all of our employees, wherever they are in the world, has lead to us seeing a genuine return on our content investments, a reduction in the time it takes to monitor and research, and, ultimately, an improved ability to understand our client’s needs”

Researcher, Chief Executives Office

The Infodesk solution

To exceed these objectives, Infodesk worked with the client to analyze their workflow processes and implement a solution that would bring the most value to the organization. The solution aimed to:



Bring all of the organization's information sources together, with concordance, in one place, so employees can quickly and easily access the insights they need the most.



Utilize AI-driven technology to enrich and enhance the information sources so the most important insights can be found and, crucially, acted upon



Provide the flexibility for each end-user to be able to personalize their information workflow; based on their needs, and their clients' needs

Creating an infrastructure for future success

Now that the new solution has been successfully implemented, the client is supported by an account management team that specializes in working with professional services organizations.

While the team is on-hand to support ad-hoc client requests, they also run quarterly business reviews to assess the changing needs of the client and share the latest developments in technology



About Infodesk

From intelligence to impact. Infodesk drives informed action. Infodesk gives you the clarity, confidence and proof to act, when action matters most. Infodesk is the SaaS solution that transforms intelligence into action. It helps teams identify what matters, embed insights into workflows and stay prepared for anything, with full traceability and design optimized for high-pressure environments.

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