



panoramic data

Tribal Education and ReportMagic

For the Public Sector



AT A GLANCE

Challenge

- Customer requirement for monthly reports
- Manual reporting costly and labour-intensive
- Requirement to scale as Tribal grows

Solution

- ReportMagic for automated reporting

Result

- Professional, accurate and automatic reports
- Consolidated ticketing and monitoring data
- Easy identification of underused assets

ABOUT TRIBAL EDUCATION

- Higher education software and services
- UK, Singapore, Australia and New Zealand
- 1000+ employees
- <https://www.tribalgroup.com/>

For me, Panoramic stand out for their collaborative and flexible approach, highly effective professional services and rich reporting technology. Being a smaller company means they are very responsive, and you can build effective working relationships.



Mike Cope
Chief Technology Officer

THE STORY

As a growing cloud service provider, Tribal could obtain data from ticketing and monitoring systems, but they couldn't automatically pull it together into professional-looking reports for customers.

Since 2013, ReportMagic has been Tribal's solution for automatic, efficient and accurate reports. Consuming data from both web services and SQL databases, ReportMagic manipulates and transforms data in tables and graphs, in .docx and .pdf presentations.

Panoramic Data offered both the technology and a fully managed service, configuring reports to Tribal's specification, executing each monthly run and assuring quality of the output. As a service provider, that full turnkey service has been very valuable.

After reports are created for each cloud customer, Tribal managers are able to add further insights to before sending the reports on to customers.

OUTCOMES

The reports have been useful internally in identifying low usage cloud assets that could be downsized and redundant databases that could be turned off, reducing costs for Tribal and customers alike.

The flexibility of ReportMagic plus effective Professional Services from Panoramic Data means that Tribal can effortlessly provide its customers with valuable, professional customer reports.



TRIBAL

NEXT STEPS

- Trial It Free: contact@panoramicdata.com
- Request a Demo: calendly.com/david-bond