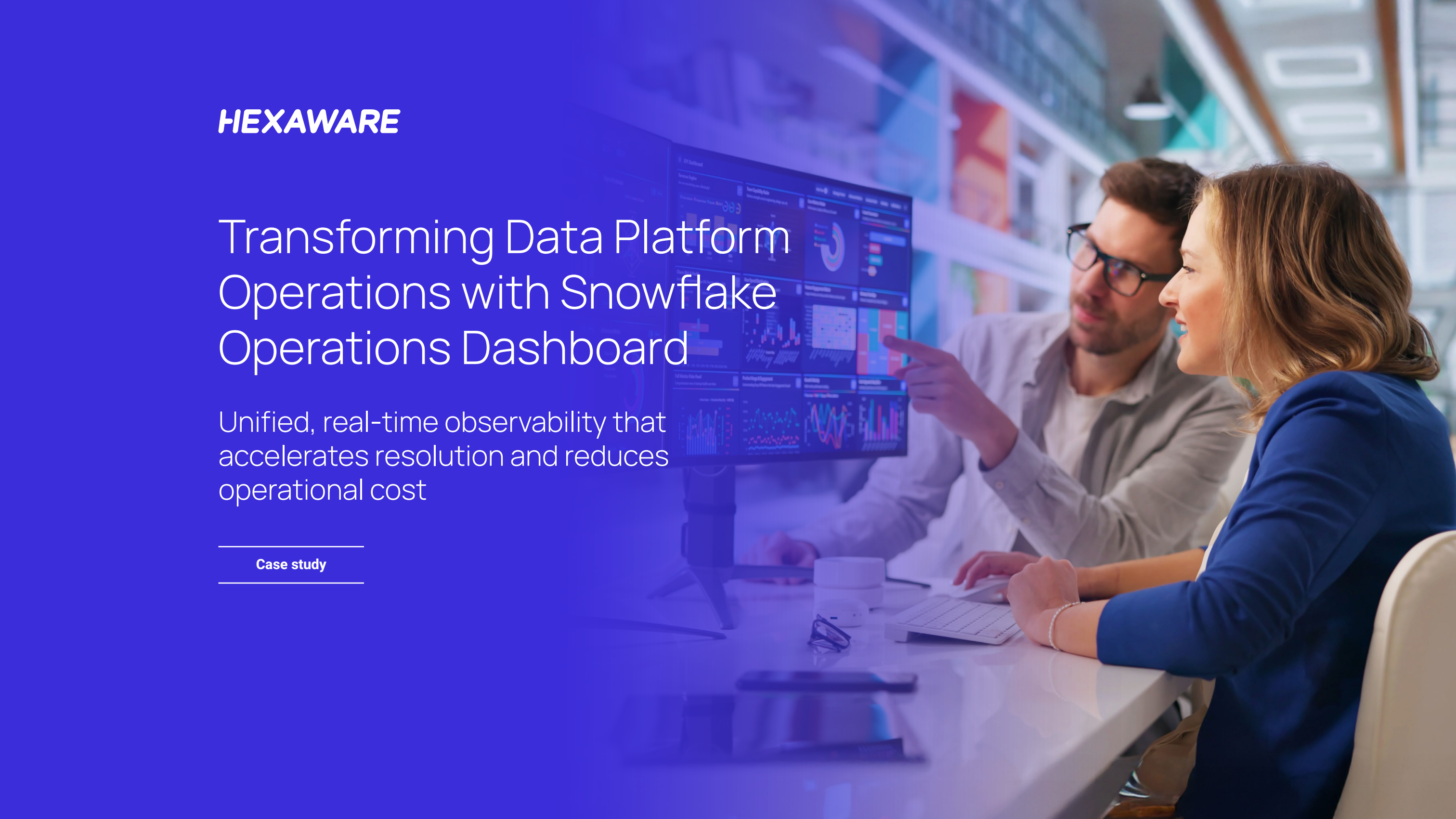




HEXAWARE

Transforming Data Platform Operations with Snowflake Operations Dashboard

Unified, real-time observability that
accelerates resolution and reduces
operational cost

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

The client is a member-owned, not-for-profit financial institution that has been serving its community for decades.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Complex Operations Hindering Business Goals

The client was grappling with slow incident response, increased mean time to resolution (MTTR), repeated issues, and outdated manual reporting processes. Without proactive monitoring, the client’s data operations team was unable to optimize performance effectively

Unifying a Fragmented Ecosystem: The client’s enterprise data operations relied on manual processes across tools like Excel, Confluence, and SharePoint, resulting in a lack of a single source of truth.

Time-Consuming and Inefficient Troubleshooting: On-call support engineers were forced to context-switch across multiple tools, leading to inconsistent troubleshooting and unreliable root cause analysis.

Lack of Proactive Monitoring: Failures and bottlenecks were often discovered reactively by downstream users due to the absence of centralized visibility into batch health, processing failures, and compute utilization.

Backlogged Dashboard Development: A consolidated operations dashboard had been delayed for months, with no internal bandwidth to prioritize its development.



Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Data Operations Hub

Hexaware designed and implemented a comprehensive 10-tab Streamlit-in-Snowflake Dashboard to address the client's challenges. This solution provided centralized monitoring, job tracking, reconciliation, and cost visibility across the entire enterprise data platform.

Hexaware conducted a seamless implementation in record time, transforming a multi-sprint development cycle into a single-day solution using automation and pre-built components. The 10-tab dashboard was structured around the client's operational priorities, ensuring on-call engineers could triage and resolve issues effortlessly.

Hexaware's Approach

- **Speeding Development with Cortex Code**
Leveraged Cortex Code to auto-generate Streamlit UI components, SQL queries, and analytics logic, accelerating development timelines.
- **Custom-Tailored Features**
Built sophisticated batch-name mapping logic, SLA-specific schedule compliance validations, and cross-pipeline dependency checks tailored to the client's unique architecture.



Benefits

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Quantifiable Impact on Operations

95% Reduction in Time-to-Value

- Delivered the dashboard in a single day, compared to 2–3 weeks of traditional multi-sprint cycles.

100% Elimination of Manual Reporting

- Automated all operational reporting, freeing up valuable time and resources.

~60% Reduction in MTTR

- Centralized visibility across pipelines, batches, streams, and warehouses significantly reduced troubleshooting time.

Proactive Monitoring and Observability

- Failures, stale streams, and schedule violations became immediately visible, shifting the operations team from reactive problem-solving to proactive performance optimization.

Foundation for Continuous Improvement

- Established a scalable framework for anomaly detection, predictive monitoring, and other advanced capabilities.



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| Summary

The client partnered with Hexaware to modernize its enterprise data platform, addressing challenges caused by fragmented tools and manual processes. Hexaware delivered a unified operations hub – powered by Snowflake – with centralized monitoring, automation, and real-time analytics.

The solution reduced MTTR, improved pipeline visibility, and eliminated operational inefficiencies, enabling the data team to focus on innovation and business value. The client now plans to enhance the platform with predictive monitoring, anomaly detection, and expanded dashboards, continuing its data-driven transformation with Hexaware as a trusted partner.



Revolutionize Your Data Operations

Transform the landscape of your data platforms by harnessing the disruptive power of Snowflake in synergy with Hexaware.

Reach out to **marketing@hexaware.com** to get started.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at
<https://www.hexaware.com>.

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