

# Global cleaning products vendor discovers 27% incremental product revenue opportunity with Microsoft Azure

Artificial intelligence and cloud transformation allow a billion-dollar business to predict health inspections with 90% accuracy.

## Lack of data integration

Client data not in 'useful' state.

- 1 Data resides in multiple devices and systems.

## Single view of the truth

Client now knows precisely what data exists and where.

- 2 Avanade extracts data from Salesforce using: Azure Event Hubs, Avanade Modern Analytics Platform (AMAP) for IoT and internal systems.
- 3 Data is processed via Azure Stream Analytics, Azure Data Factory Services and Microsoft Cognitive Services.
- 4 Azure Stream Analytics is used to report on "hot" data paths.
- 5 Data is stored using Azure SQL and Data Lake services.

## Useful and relevant data

Data is now in a useful state and ready for business consumption.

- 6 Analytics are conducted on the Data Lake information using Azure HDInsight Apache Hadoop clustering technologies and is made available to Power BI Services.
- 7 The Data Lake and Blob storage are used to feed Azure Machine Learning for outcome prediction.
- 8 Additional data is fed out through API Apps and a Data Catalog Service.
- 9 Avanade creates a set of custom statistics that help the client's customers maintain compliance.

## Consumable data

Using the data drives additional product revenue and deepens customer loyalty.

- 10 The data is delivered via a set of dashboards through IoT devices, Salesforce portals or Power BI.
- 11 The Power BI Embedded reports and dashboards are integrated back into Salesforce Canvas.
- 12 A Xamarin mobile app is developed for the client's field teams to conduct and manage customer activities.
- 13 App health is monitored using Microsoft Application Insights.

