

# OPX Web Dashboards

Transform your digital operations with OPX

opx



## Overview

OPX Web Dashboards is a key component that empowers OPX operational insight and allows you to build your very own single point of view, operational cockpit or single pane of glass.

## What is an OPX Dashboard?

An OPX dashboard is a collection of dashboard widgets, arranged in your preferred layout, showing the operational metrics and KPI's you require, in the visual representation of your choice, with an update frequency you require.

Widgets come in variety of types and provide a visual representation of your information. OPX Dashboards has a wide variety of widgets available. We will add new visualisations on demand for our customers under maintenance.

At the time of publishing, we have all of the following major chart types:

- pivot tables
- pivot charts
- bar charts
- line charts
- gauges (thermometer, speedometer)
- pie chart
- heatmaps
- text value
- grids

## Data Sources

Widgets are linked to data sources to become dashboard components. For example, the pie chart widget linked to “*completed cases today*” data source becomes a component in the dashboard widget gallery called Completed Cases Today.

The gallery can have unlimited numbers of components in unlimited classes, such as throughput, capacity, demand, process, activity, and so on.

Data sources are provided for many widgets by OPX. You can also define your own data sources. Most dashboard widgets deal with single values for gauges or tables of data. The OPX Reporting System<sup>1</sup> can deliver both, ready to use in your dashboards:

- make up a new KPI
- optionally add a report model
- add a report and any filters
- select a widget
- save a component

OPX Web Dashboards is a tool that allows your team to create powerful dashboards on any operational data available in OPX. It can also use data from many other systems<sup>2</sup> to suit your needs.

<sup>1</sup> See data sheet on OPX Reporting System for more details

<sup>2</sup> OPX uses SQL server as a source by default SQL Server can link (OLE DB) to many different PC, mini, mainframe SQL and non-SQL big data sources and front these to the OPX Dashboards and Reporting Systems

## Complex Tailored Widgets

Some business widgets may be very complex and beyond a simple reporting model. For these widgets, we offer a service where we will create any widget you require and will send it to you to import into your system within a couple of weeks.

## Data Access & Security

OPX data sources and report models know *who* and *where* you are in the organisational structure. Data is normally filtered to you and your subordinate reports. For example, if you are a team leader, and your team is watching David's team for a week while he is out of office, the team is yours and David's for a week.

Every OPX report model and report has role-based access controls allowing you to have private and public dashboard components. You can decide on who sees them.

## Performance

Your organisation may set limits and decide who can create dashboards and widgets. It can also set the maximum number of rows returned in a widget or report on the

requests made. To get the most out of your reporting and insight model, OPX has some nice features, including:

- calculating expected summary data daily
- calculating expected summary data in real-time
- publishing ahead of time summary data to Redis Cache
- setting time-to-live for report queries. For example, members of your team may be cached for two hours but live queue demand statistics for only one minute.

## External Data Sources

If you have data sources from outside of OPX, we will work with your team to get access to the data. This is usually achieved via OLE DB/ADO embedding so that the table appears to you as an OPX table, but in reality it may come from:

- your core systems
- your MIS systems
- your big data systems
- local access databases

