InterSystems
Creative data technology

# From Spreadsheets to Strategy

## Building an Executive Dashboard with InterSystems Data Studio

Kanishk Mittal & Robby Nooney | InterSystems READY 2026

# Your CTO just asked for a dashboard.

## You have two weeks.

They just walked out of a board meeting. They want a single view of technology health, cost, and risk - on their desk in two weeks.

**What they want to know:**

How many support tickets are open - and how long have they been sitting there?

What's our system uptime? Are the APIs healthy?

What are we spending on cloud - is it on budget?

Which services are struggling?

**The data exists.**

It's just trapped in five different systems and nobody has stitched it together.

# The Reality: Data is Siloed

SVC

**services.csv**

25 services • 17 cols

Master service catalog

TKT

**tickets.csv**

3,500 rows • 25 cols

Support tickets

HTH

**service_health_daily.csv**

Daily uptime, CPU

Monitoring & health

API

**request_metrics_daily.csv**

API requests, errors

Performance data

CST

**cloud_costs_monthly.csv**

Spend by provider

Cloud billing

**Common key: service_id — but nobody has joined these together.**

Different schemas • Different granularities • Different time windows

# What If You Could Turn This Into This?

- services.csv
- tickets.csv
- service_health_daily.csv
- request_metrics_daily.csv
- cloud_costs_monthly.csv

5 files • 5 systems

Data Studio


CTO Dashboard — built from those five files

# Introducing InterSystems Data Studio

### Visual, low-code data transformation

Build recipes to clean, join, and shape data - visually.

### Built for analysts, not developers

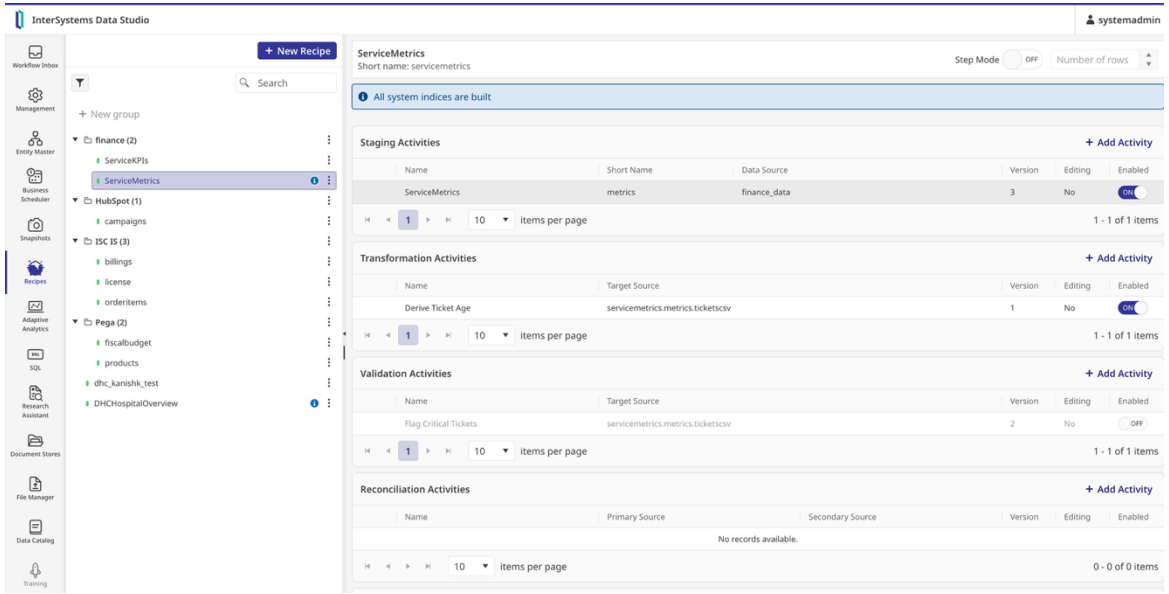
No Python. No hand-coded ETL. Analysts can own the workflow.

### Managed cloud service

Runs on AWS and Azure. InterSystems handles the infrastructure.

### Proven data platform technology

Built on decades of InterSystems reliability and performance.



# The Bronze – Silver – Gold Architecture


Every transformation is a recipe. Every recipe has lineage.
Trace any dashboard number back to the raw source file.

## Step 1
## Ingest the Raw Data

### BRONZE LAYER

**Raw Data Files**
5 CSV files uploaded as-is
tickets, services, health, metrics, costs

**Data Volume**
~3,600 rows across all sources
Production + staging environments

**Load Performance**
Loaded in minutes — no ETL scripts
Zero transformations applied
Schema preserved exactly as received

## Step 2:
## Clean and Shape with Recipes

### SILVER LAYER

**Ticket Enrichment**
tickets.csv + services.csv
→ Silver: Enriched Tickets

**Service Health Roll-Up**
service_health_daily.csv + services.csv
→ Silver: Service Health

**API Metrics Join**
request_metrics_daily.csv + services.csv
→ Silver: Request Metrics

## Step 3:
## Build the Gold Layer

### GOLD LAYER

**Open Ticket Aging Summary**
808 open tickets by aging bucket
14 critical (P1) tickets
73 with SLA due within 4 hours

**Service Ops Summary**
99.92% system uptime
0.29% API error rate
1,132 ms average API latency

**Cloud Cost Summary**
$2,260.72 total cloud spend (May)
AWS vs. Azure breakdown
Budget vs. actual by service

# What the Dashboard Tells Us


**Five CSV files → Bronze-Silver-Gold → Power BI**

1 **KPI Bar**

Error Rate 0.29% • Latency 1,132ms
Uptime 99.92% • Cost $2,260.72

2 **Ticket Aging**

808 open. 473 under 4h (good).
32 over 72h (process problem).

3 **Cloud Costs**

AWS vs. Azure split.
On budget.

4 **Top Services**

Busiest services by API traffic.

5 **Health Status**

Healthy vs. Warning vs. Critical across 25 services.

# Enterprise-Ready, Not Just Demo-Ready

HA

### High Availability & Disaster Recovery

Built in, not bolted on.
Automatic failover.

MR

### Multi-Region Deployment

AWS and Azure.
Deploy where your data lives.

NS

### Network Security

VNet peering (Azure) • VPC peering
(AWS) • VPN for on-prem.

FM

### Fully Managed Service

InterSystems handles patching, upgrades, and infrastructure.

CT

### Customer-Controlled Network Traffic

Your data stays on your network.
100% in your control.

NM

### No Monitoring Overhead

Guaranteed uptime.
You focus on data.

**This is production infrastructure - not a proof of concept.**

# What's Coming Next

**An AI Assistant for Data Studio**

Coming in the next few weeks

- Natural language interaction
- AI-assisted recipe building
- Conversational exploration
- Native Python Interoperability

# What We Showed You

1

**Started With**

5 disconnected operational data files — tickets, health, metrics, costs, services.

2

**Used Data Studio**

Ingest (Bronze), clean & join (Silver), aggregate into KPIs (Gold) - visual, traceable.

3

**Delivered**

A CTO-ready dashboard in Power BI: ticket aging, uptime, API perf, cloud spend.

**InterSystems Data Studio helps teams turn raw operational data into trusted reporting layers for executive insight — without writing code and without a six-month project.**

# The IDS Team is Here — Come Talk to Us

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**Scan the QR code or email us — the experts are in the room.**

**Thank you!**