

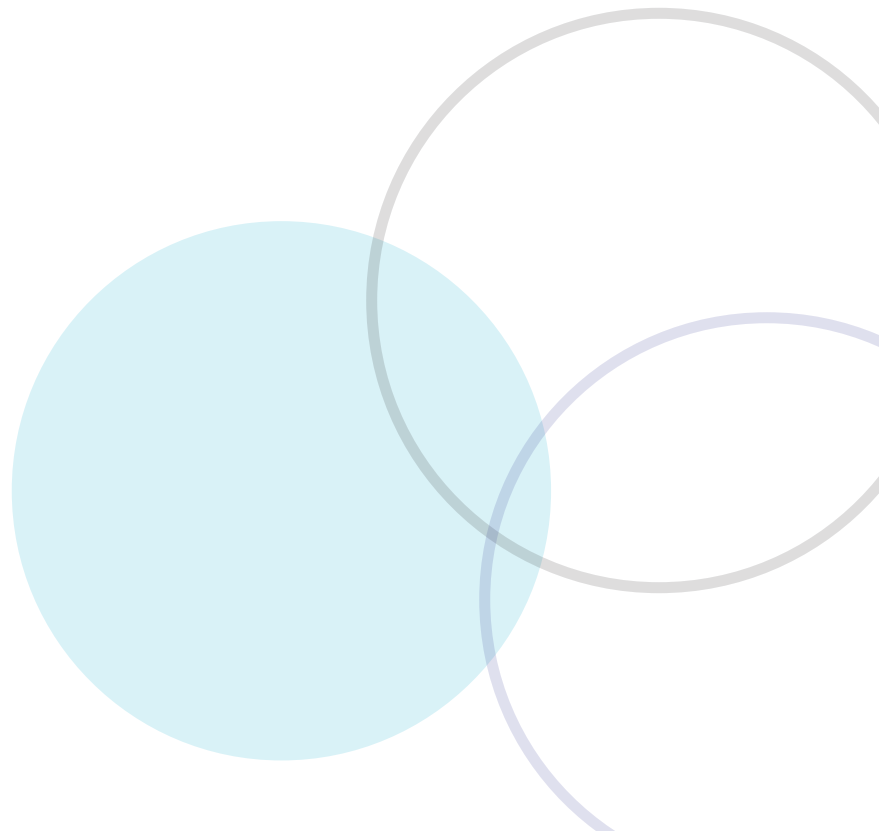
# How Tria Metis Was Able to Create a New Line of Business with Dundas BI



# Introduction

Tria Metis is a cutting-edge software solution company that offers best-in-class services for a wide range of clientele. Originally focused on healthcare insurance products, they have since expanded to serve companies outside the healthcare industry throughout Dubai, Egypt, and Lebanon.

With over 12 years of experience in the fields of business analysis and system architecture, Tria Metis leverages their expertise alongside innovative technologies to provide end-to-end BI solutions to their clients.

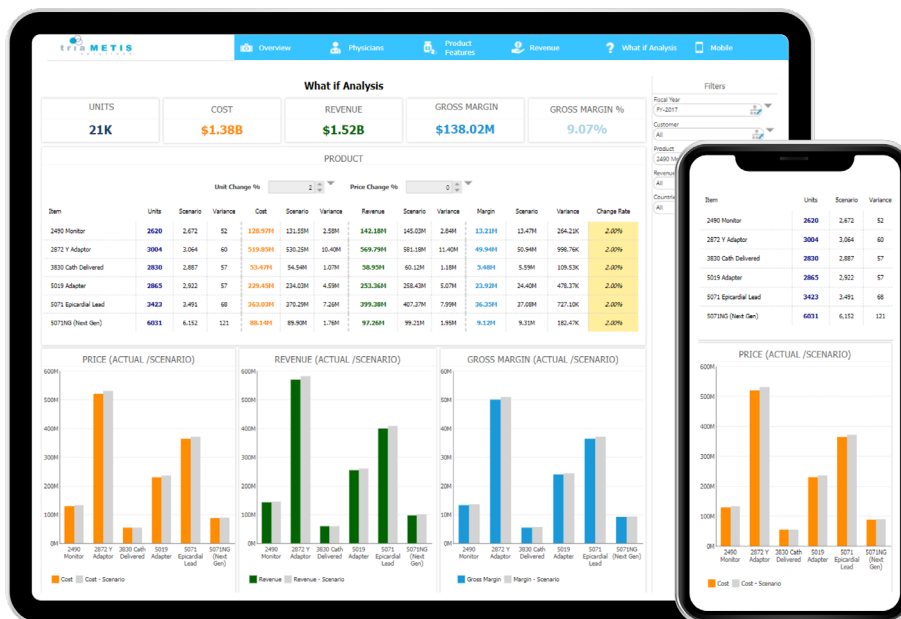


# Their Needs

With their client base growing fast, Tria Metis needed a BI solution that could handle their growth and their customers' wide range of needs. They required a powerful yet easy-to-navigate base to build out dashboards that could be used by technical support, middle management, and upper management users alike.

Many of their customers presented with unique requests that required unique solutions. The complexity of a BI Solution for insurance led them to form a business intelligence team equipped with extensive experience in insurance, sales and finance. This team had to be able to provide solutions based on the complex requirements demanded from the customers they served in this industry.

Tria Metis, valuing their high level of customer care, needed software that could handle even the most complex requirements and customization requests. Along with their team of experts, they had to implement a process to deliver Proof of Concepts to various potential clients. They quickly realized that with the right customizable BI platform and the right team in place, they could expand their business to other industries. As they quickly acquired clients outside of the insurance industry that they were known for, their team was gaining additional expertise in the retail, distribution and banking industries.



# Their Solution

Tria Metis needed a fully customizable, end-to-end solution that could empower their clients' management teams to monitor the overall performance and quality of service, track revenue streams, identify fraud and abuse patterns, perform prediction analysis and locate bottlenecks. They knew that the only way they could meet their customers' dynamic range of needs was to employ a fully customizable BI solution. Tria Metis was very familiar with Dundas Data Visualization as they had been utilizing their Dundas Dashboard platform since 2013. They had a great experience working with the team at Dundas, so they decided to completely migrate to Dundas BI in 2016 to get all the benefits of having dashboards, reporting, data visualization and data analytics all in one flexible platform. They were not disappointed, and neither were their clients.



**Mohamed Safa**

Chief Technology Officer  
Tria Metis

“With Dundas BI, we were able to meet our clients' expectations no matter how complex the requirements were. Dundas BI provides an excellent platform to build BI solutions and allow the users to seamlessly discover their data, customize their dashboards and make instant knowledge-based decisions.”

# Why TRIA METIS Chose Dundas BI

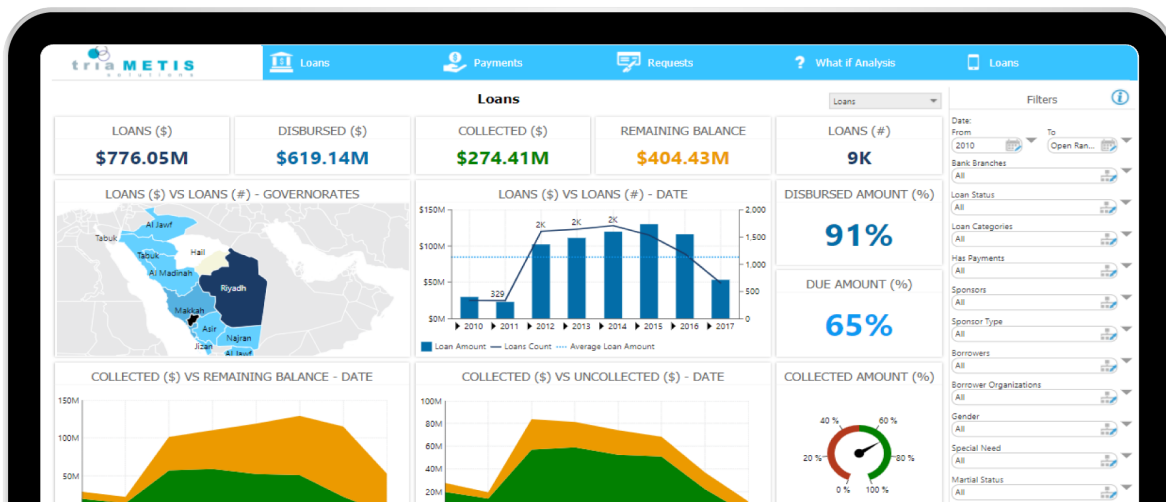
## ✓ PREMIUM CUSTOMER SUPPORT

Working with many ongoing clients meant that Tria Metis needed a full-service BI solution that provided great support whenever they required it. With Dundas, they had access to a highly trained support team available to help them meet all their customers' needs - eliminating any gaps in service.

"What differentiates Dundas for us is the quality of support..."

## ✓ INTUITIVE FUNCTION AND EASE-OF-USE

With Dundas BI's user-friendly experience, even Tria Metis' non-technical customers did not need to rely on them for small fixes or adjustments. Their users were able to make changes quickly and easily without extra technical assistance - freeing up valuable time for both Tria Metis and their customers.



## ✓ FULLY CUSTOMIZED SOLUTIONS

Tria Metis needed the ability to work together with their clientele to create custom dashboards for a diverse range of needs. They required software that had no limitations - giving them the ability to create whatever they needed and in the exact way they needed it. With Dundas BI, Tria Metis was able to create fully customized dashboards complete with customizable filters - a key feature for many of the larger companies they serve.

## ✓ EASY KPI TRACKING

With the ability to monitor KPIs and automatically send updates through email, Dundas BI created a smooth and painless collaborative environment for both Tria Metis and their customers.

In all these solutions, Tria Metis monitors the KPIs after building the solution. Monitoring the KPIs allows them to have quantifiable feedback about how the solution is affecting the process. In terms of the quality of service the customer is getting, they can see the reduction in operation costs and reduction in loss ratio. All of that was possible because their customers were able to monitor everything through the BI solution.

## ✓ HIGH-END FEATURES

It was important to Tria Metis that their clients get the features they really need. And with Dundas BI, they found all of that and more. Every feature their clients needed was within one end-to-end platform.

# »» Key Benefits

With Dundas BI as the base for their new line of services, Tria Metis was able to bring in clients faster than they could sell their services. Their business quickly expanded - connecting them with top large-scale companies in their region. Using Dundas BI, they were able to meet their new customers requirements no matter how unusual or complex; fully customizable dashboard solutions became the gold standard for all their clientele.

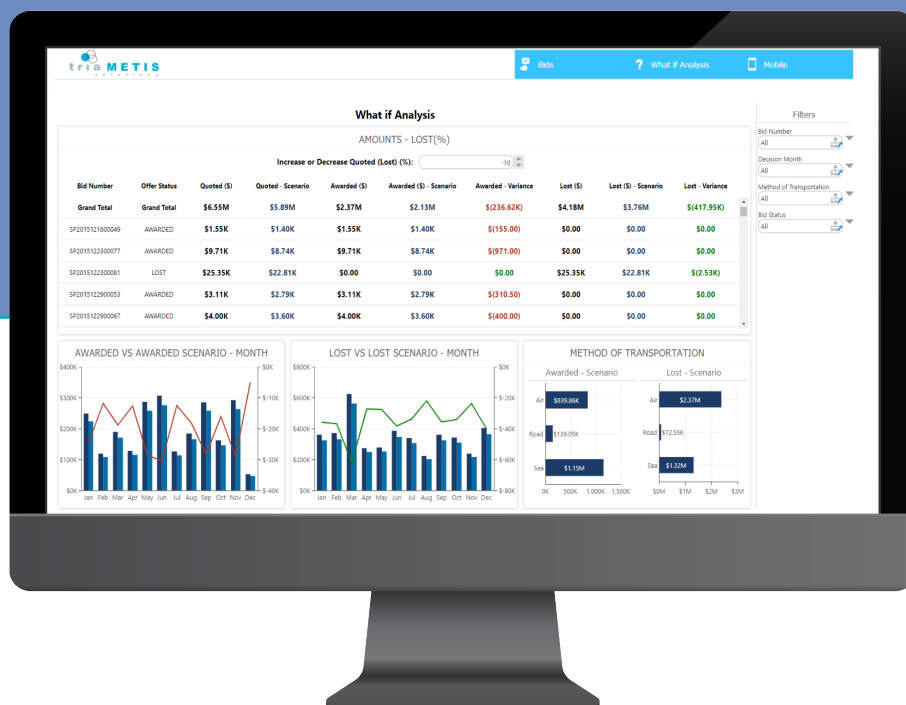
Tria Metis found that many of these large companies would come to them having an alternative BI solution in mind - knowing the brand name but not the specific features they carried. Tria Metis found that once they showcased Dundas BI and demonstrated its line-up of premium features, it became a clear winner in terms of value.





**Ziad Mutraji**  
CEO  
Tria Metis

“Using Dundas BI’s outstanding capabilities, we were able to create robust, flexible, seamless, and all-encompassing business intelligence solutions. Dundas BI, enabled our clients to have 360 visibility over their business, maximized the added value of their data and empowered their organization with real-time tools to have full control over their operations - anytime, anywhere. Whereas, the platform’s advanced notification features, played the role of an e-risk management officer informing the process owner of any issues that needs their attention. Hence playing a vital role in the client’s proactive strategy.”





# Final Statements

With the implementation of Dundas BI, Tria Metis was able to quickly expand their business and create tailored BI solutions for their clients across various industries. All their clients have gained complete visibility over their business and are empowered to make real-time decisions. No matter what the use case, or how complex the requirements of their clients are, Tria Metis is completely confident that Dundas BI can handle it all.

