


## InterWorks Assist Service Definition

# G-Cloud

Friday, 03 May 2024

ABOUT US

# Our five elements of Business Intelligence

We design and develop systems that deliver the right data, at the right time, to the right people

## Strategy

We'll understand the needs of your people who will use data to do better business. Our aim is to advise, plan and guide you through platform selection, data governance and security to successfully deploy your analytics.

## Development and Engineering

We develop new data ingestion pipelines, optimize your database / warehouse, troubleshoot your platforms and create best-in-class dashboards to bring impact through analytics.

## Training and Support

Long-term success requires focused education and dedicated support. Our workshops and training curricula develop your team's fundamentals, bring fresh ideas, simplify the latest techniques and help hone their approach.

InterWorks' support packages range from 24/7 platform management to on-demand cross-platform consultation. Combine enablement and support for sustained analytics success.

## Architecture

Our platforms architects will work with you to optimize performance, scalability, security, and accessibility of your analytics infrastructure. Our data architects will make sure you have access to high-value data that you trust.

## Products and Accelerators

Curator is your single point of access for all your cross-platform analytics. Our aim is to jumpstart your data design, usage and Centre of Excellence.

ABOUT US

# Who we are

We design and develop systems that deliver the right data, at the right time, to the right people

**InterWorks is a trusted BI services partner and data innovation team. We're data strategists, analytics experts, solution architects, platform engineers and product builders**.

InterWorks approaches each experience with a fresh perspective. We bring diversity, collaboration and customization to the mix, and it all starts with our people. Our talented teams are the perfect collaborators for any data project – not just because of their expertise, but because they understand the importance of reducing complexity and having trusted experts by your side.

**Together, we help you produce your strongest work. If you're ready to do data your way, InterWorks is the ideal partner to get you there.**

## Recognition

**These are just a few awards we're proud of from recent years:**

- First Tableau Gold Partner
- Snowflake Partner of the Year
- Tableau Partner of the Year
- Tableau Training Partner of the Year
- Tableau APAC Partner of the Year
- Tableau EMEA Partner of the Year
- Ingram Micro Cloud Partner of the Year
- Inc. 5000 Fastest-Growing Private Companies

## Partnerships

Tableau
dbt
Snowflake
Microsoft
ThoughtSpot
Dataiku
Alteryx
Matillion
Fivetran

SUPPORT

# Assist

## Direct access to data experts and answers right when you need them across your entire data stack

**Overview**

Monitor challenges, maximize performance, increase uptime and deliver a dependable and trusted analytics platform, knowing InterWorks' experts are standing by and ready to help you navigate challenges both expected and unforeseen. You can boldly leverage the best solutions and create the best analytics experiences for stakeholders, trusting that our support will be there to smooth and safeguard your path forward.

Assist by InterWorks is your on-demand access to experts. Through one-on-one consultations right when you need, our Assist team applies their unmatched breadth and depth of expertise to help walk you through any data challenge you may be facing.

Whether you're facing data engineering obstacles, dashboard difficulties or something in between, Assist can help you move forward. .

**Reasons to reach out**

- Tableau filtering, quick filters, action filters
- Calculations, LODs, order of operations, table calculations
- Functions, syntax and troubleshooting calculation logic
- Dashboard performance and behaviour
- Tableau Server performance, setup, permissions and content
- Best practices, visual analytics principles and UI advice
- Iconography and UX advice
- Data integration, structure, compiling and aggregation
- Informal training and 1:1 sessions
- Informal strategic planning and support
- Data pipeline and ingestion support