INFOSYS CXO DASHBOARD SOLUTION
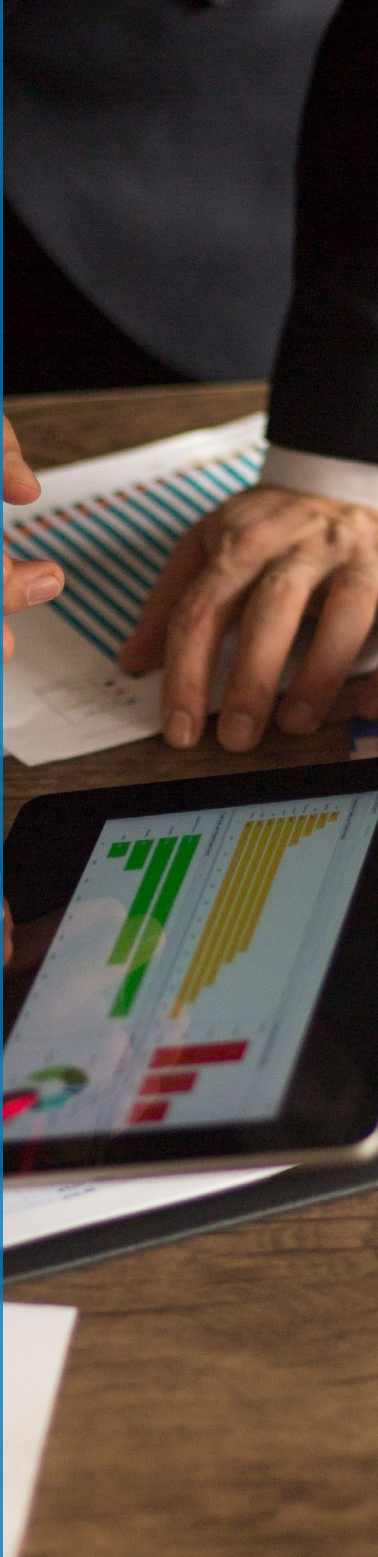

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Top executives of major financial services and credit card providers, including the CEO, CFO, CTO, VPs, and board members, encounter the challenge of lacking a comprehensive global perspective of their products. This fragmentation of data impedes executive decision-making, as relevant information is dispersed throughout multiple reports that must be collated and analyzed to derive actionable insights.

Infosys addresses this challenge through the Infosys CXO Dashboard solution, which presents a unified and holistic view of all transactions in a single location. The dashboard also furnishes visual representations of transaction data across various types on an hourly basis, identifies the countries with the highest transaction volumes, displays transactions per second with visible increments, and supplies details on cross-border transactions.

The Dashboard facilitates these functionalities by providing an overview of prominent transactions. It presents distinct perspectives of top transactions by country, hourly transactions, and real-time counters. The Heat Map illustrates the aggregate transactions of a country within a designated time frame, depicted in varying colors to distinguish the transaction range. The Cross Border Map displays transactions occurring in a country other than the card issuer's country. Additionally, the Transaction Failures feature exhibits the distribution of the total disapproval rate based on the type of rejection. All of these features are conveniently accessible through separate slides displayed periodically on a television in the conference room.
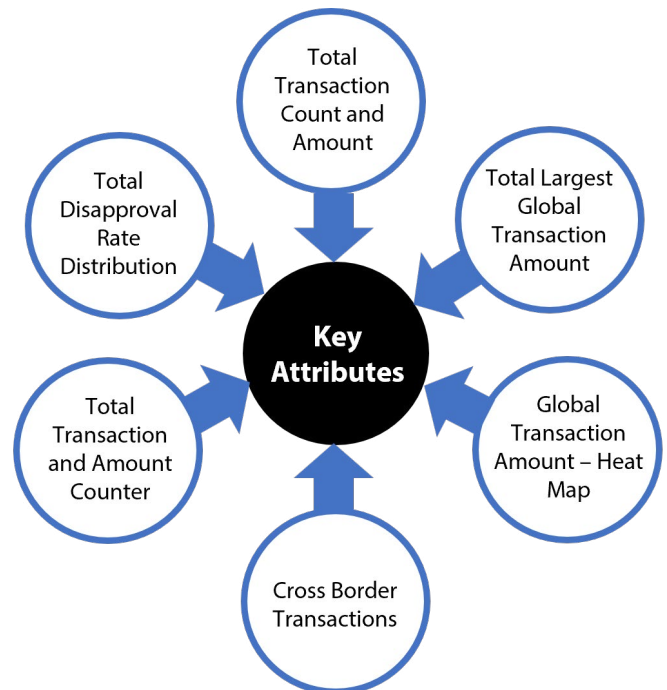

Developing and operating a CXO Executive Dashboard is more than a technological endeavor. It represents a comprehensive platform that integrates business, technical, and operational components, which are essential for enabling informed decision-making by financial and credit providing organizations.

By consolidating all relevant global information in one location, the Dashboard offers executives a one-stop shop, accessible with a simple click.

Infosys' CXO Dashboard solution can be customized to suit your organization's specific requirements, enabling rapid implementation while ensuring a foundation for a long-term, scalable, and adaptable solution.

Our solution takes the guesswork out of launching the platform and provides insights into all the key attributes mentioned in the infographic.

- Total Transaction Count and Amount
- Total Largest Global Transaction Amount
- Global Transaction Amount – Heat Map
- Cross Border Transactions
- Total Transaction and Amount Counter
- Total Disapproval Rate Distribution

Key Attributes

High level Functionalities available in the dashboard created with the latest common Technology Stack

Worldwide transactions over 24 hours
- Last 24-hour Transaction Volume
- Last 24-hour Transaction Amount
- Largest Transaction Data

Countrywise heatmap on transactions
- Transaction volume of countries
- Dynamic and constantly changing over a 24-hour period

Cross border transactions
- Display top transactions issuer country to SE country, detail inside balloon and country flag
- Last 5-Min Transaction Volume

Bar Graph
- Per hour's global transactions in the last 24 hours

Line Graph
- Per two-hour transaction of 4 different types of transaction volumes (Card Present, Online Transactions, Digital Wallet and Recurring Billing) over the last 24-hour period.

Live transaction counter and amount
- Transaction volume since midnight keeps updating every 2 seconds
- Transaction amount since midnight keep updating every 2 seconds

Business Benefits

Upon implementing this solution, businesses can reap the following benefits:

1) **Real-time data visualization:** The solution provides global data increments related to transactions in almost real-time.

2) **Hyper-personalization enabled tech stack:** The solution is built on industry-leading technologies such as React JS, Node JS, and D3, ensuring a robust tech stack for hyper-personalization.

3) **Internationalization support:** The solution supports i18N (Internationalization) for multiple language support, making it adaptable across various geographies.

4) **Integration with local fed data, Splunk, REST APIs, and various databases:** The solution can seamlessly integrate with various data sources such as local fed data, Splunk, REST APIs, and databases.

5) **Responsive web design:** This solution has a responsive design, which enables it to work flawlessly on any web platform with varying resolutions. It can also be embedded into other applications and repurposed for any end-to-end dashboard experience.

Problem Statement:

The executives of a prominent credit card provider in the United States faced the obstacle of not having a consolidated summary of worldwide transactions, impeding their ability to:

- Make executive decisions based on a comprehensive global perspective
- Compare different transaction types on an hourly basis
- Identify the countries generating the most significant business
- Track transactions per second with visible increments
- Access details on transactions, as well as a cross-border transaction view.

Our Solution:

Infosys provided an executive dashboard solution encompassing the entire process from UX design to deployment activities. Here are some of the key features of the solution we provided:

User experience tailored to executives: Our team designed a user experience specifically for executives, with the dashboard continuously displayed on a smart TV in the conference room during executive meetings.

Expert guidance in design: We offered expert guidance in designing screens and graphs, ensuring optimal viewability for executives.

Comprehensive global transaction details: The dashboard presented graphs and charts on a single screen, providing comprehensive global transaction details, including failure information.

Architectural inputs to enhance smoothness: Our team also offered architectural inputs to enhance the smoothness and optimize the operation of the dashboard.

Effective world-view dashboard: The implemented solution delivered an effective, world-view dashboard for executives, showcasing all essential transactional data.

Overall, our solution provided a user-friendly and comprehensive dashboard for executives to easily access and analyze transactional data.

Key Benefits:

By providing a comprehensive one-stop-shop solution for the executives, our client was able to identify challenges and opportunities across their organization at a glance, with a global view. This solution enabled our client to showcase their transactional operations on a global scale to stakeholders, highlighting the current state of operations worldwide.

Infosys remains committed to providing overall business and technical operations services and continues to support our client with new custom enhancements based on executive feedback

Why Infosys?

Strong domain knowledge and experience in the financial services and credit card provider industries, resulting in significant mind-share with clients.

As a leading provider of IT and business consulting services, Infosys specializes in digital transformation, data analytics, and custom application development.

Infosys is a leader in user interface (UI) service offerings, which helps clients grow their business by creating a seamless user experience for their customers.

With expertise in all the prominent new-age UI technologies and frameworks, Infosys is well-equipped to provide innovative and cutting-edge solutions for their clients.

Infosys is a one-stop digital experience (DX) transformation partner for their clients.

As a DX leader, Infosys provides detailed digital solutions to various industry verticals, enabling clients to stay ahead of the curve in their respective markets.

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