

# Enhanced community analytics for Khoros on Azure

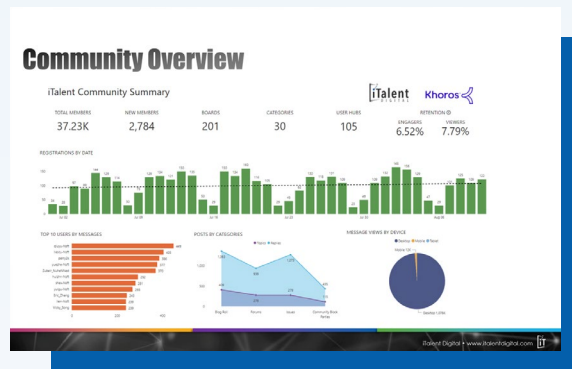
Our data science team of Khoros and Power BI experts will work with you to design and configure an enhanced Khoros Community Analytics environment that is more powerful and flexible than what is provided as standard from Khoros.

Khoros provides customers with access to a bulk data API that is extremely powerful but underutilized by its client base due to the complexity of business intelligence analytics integrations. Our Community Analytics for Khoros solution delivers an enhanced and configurable analytics outcome.

By the end of the service period, you will have your Khoros data, bulk data files, reports, and dashboards built and deployed on a Microsoft Azure cloud environment. Additionally, the scheduled data load and report refresh will be operational for feeding new data from your community in the determined interval. You will have up-to-date, actionable reports available in Power BI to give you more insights into your community.

“iTalent’s knowledge of the Khoros platform and ability to deliver creative solutions are second to none.”

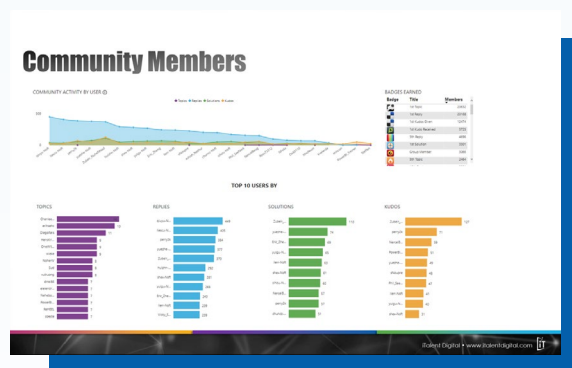
Program Manager, Power BI Community



The community overview report provides community-level details like total users, new registration, total boards and categories in the community.



The community content report provides content-related details including the total number of topics, replies, solutions and kudos.



The community members report provides insights about user activities and their contributions to the community.

## QUICK-START PACKAGE

### 3-week road map

#### WEEK 1

- Initial review and assessment of your Khoros community landscape
- Assessment of your Khoros data and confirmation of scope
- Create required Azure resources in your subscription based on the scope

#### WEEK 2

- Design and develop the database in Azure SQL
- Extract, transform and load bulk data for reporting
- Pull users, messages, roles, badges, categories, and other relevant objects
- Connect bulk data and all other objects to Power BI

#### WEEK 3

- Define the KPIs and metrics required for Power BI reporting
- Design and create the basic Power BI reports and dashboards
- Schedule the data refresh from Khoros
- Publish the reports to your Power BI services

### Included in package

- Load all your community data (up to 1 year)
- Pull bulk data, users, messages, roles, badges, categories, etc.
- Create up to 6 medium-complex Power BI report pages
- Each report can contain up to 6 visuals
- Schedule the data load as per the requirements
- Publish the Power BI reports on your Power BI service
- Schedule the Power BI reports refresh

Base package price: **US\$15,000**

## OPTIONAL MANAGED SERVICES

### Data Science as a Service

Our team of community experts can customize an ongoing support and maintenance program for your Community Analytics, including ongoing support of dashboards, importing data from multiple sources, custom configuration of Khoros Monitor Walls (included in Khoros Accelerated Community Management), updates to the workflow engine, and more. Optional services include but are not limited to:

- Daily administration of Power BI or BI tool of your choice
- Data management
- Regular health checks (including security)
- Help desk
- Troubleshooting
- Evolution (enhancements)

Pricing: **Call for quote**

## ENHANCED INSIGHTS PACKAGE

### 6-week road map

#### WEEK 1

- Initial review and assessment of your Khoros community
- Assessment of your Khoros data and existing analytics/reports and confirmation of scope
- Detailed requirements gathering and data review
- Create required Azure resources based on the requirements

#### WEEKS 2 & 3

- Design and develop the database
- Pull bulk data from Khoros community
- Pull users, messages, roles, badges, categories, etc. data from Khoros
- Transform and cleanse the bulk data for reporting
- Pull data from other data sources and create a data model, if needed

#### WEEKS 4 & 5

- Design and develop the SSAS cube model for analytics
- Design and create the Power BI data model
- Define the KPIs and metrics required for Power BI reporting
- Create the Power BI reports and dashboards as per the requirement and scope

#### WEEK 6

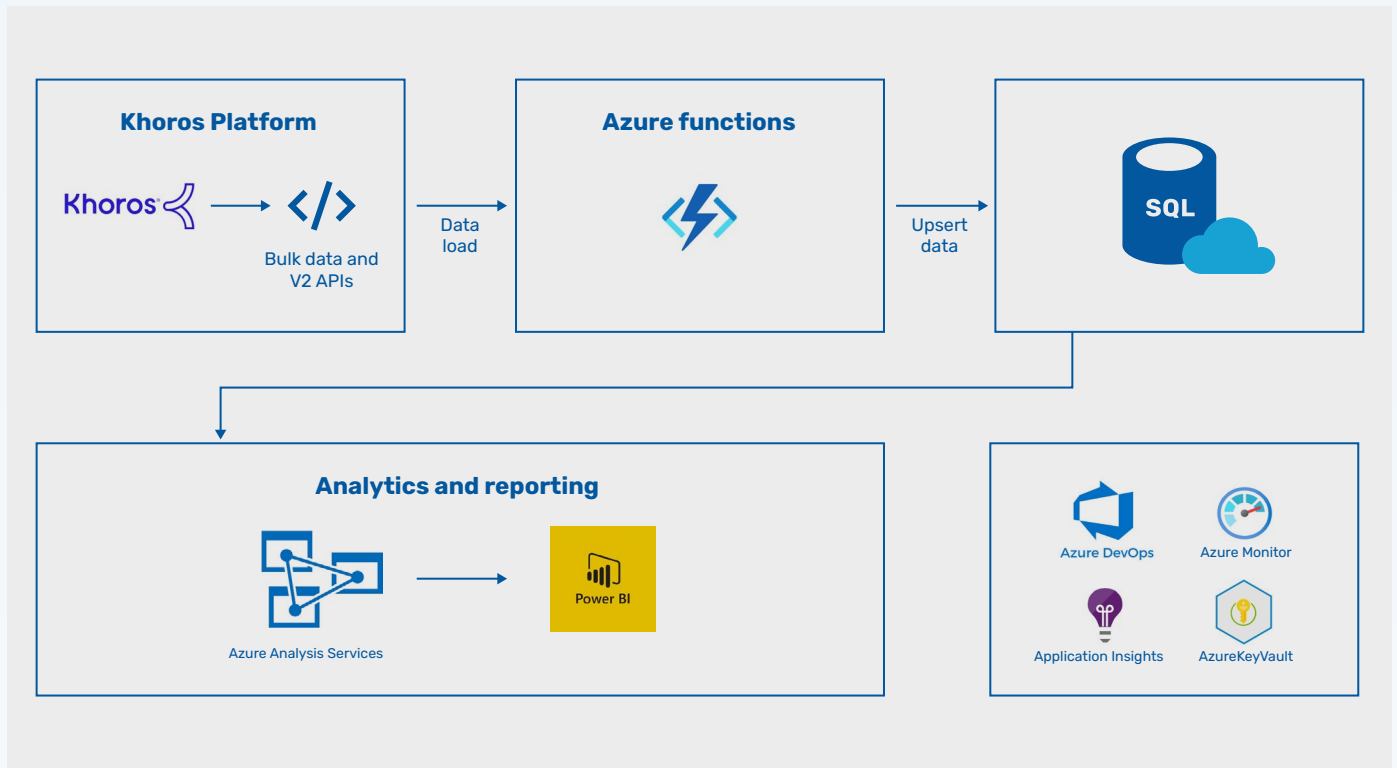
- Schedule the data refresh from Khoros
- Publish the reports to your Power BI services and share the reports
- Create dashboards in the Power BI service
- Schedule the data refresh in Power BI service for the published reports
- Train users on the data load and Power BI reports

### Included in package

#### INCLUDES EVERYTHING IN THE QUICK-START PACKAGE PLUS:

- Load up to 3 years of community data
- Set up ETL/ELT processes to integrate data from diverse sources
- Create a centralized repository, OLAP cubes, etc.
- Create up to 10 medium-complex Power BI report pages
- Implement data security and data quality management

Base package price: **US\$25,000**



## Learn more

Customer Case Study: Microsoft [▶](#)

View our solution on Microsoft AppSource [▶](#)

## ABOUT iTALENT DIGITAL

With over 10 years of success behind us, iTalent is one of Khoros's most established and capable global technology partners. iTalent has invested in a Wichita Community Management Center of Excellence and a Hyderabad Engineering and Quality Assurance Center of Excellence focused on Khoros to deliver the highest quality service at the best value.

iTalent's innovative work on the Khoros platform has earned us more than 20 industry awards.

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