

C2 professional services

# Microsoft Power BI Enablement

Give your teams the foundation they need to fully leverage their data with Power BI, without unnecessary complexity.



## A results-focused approach, not just training

This enablement program is designed for organizations looking to transform their existing data into clear, reliable dashboards that support real decision-making.

Our approach combines targeted training with hands-on guidance, so your teams can quickly build the right foundations and apply what they learn to their operational reality.

Instead of working on theoretical examples, participants build a functional Power BI dashboard using their own data, ready to use in their day-to-day work.

During the workshops, participants will learn how to:

- Structure their data efficiently
- Build clear, relevant visualizations
- Track the indicators that truly matter to their organization

The goal is simple: help your teams become autonomous, while following best practices in data modeling, analysis, and visualization.

### Engagement format

2 days (15 hours)

- 2 beginner Power BI training sessions
- Personalized guidance to build a dashboard of your choice



# Microsoft Power BI Enablement



The training sessions provide the essential Power BI foundations, while working on real use cases connected to your C2 environment.

## Course 1 — Structuring and preparing a dataset

Estimated duration: 2 hours

Topics covered:

- Importing tables
- Cleaning data and columns with Power Query
- Creating relationships between tables
- Adding custom fields
- Using a date table and relationships
- Creating measures with DAX
- Using slicers and choosing the right visuals
- Understanding different filter types
- Configuring Drillthrough

## Learning objectives

Learn how to efficiently structure a dataset and prepare the visuals required for analysis.

## Prerequisites

- A C2 environment with available data
- Basic knowledge of data manipulation

## Course 2 — Creating and using dashboards

Estimated duration: 2 hours

Topics covered:

- Selecting the right visual for the information being presented
- Choosing the correct columns and measures
- Adding and managing filters
- Using visualization options
- Adding and configuring slicers
- Using Drillthrough

## Learning objectives

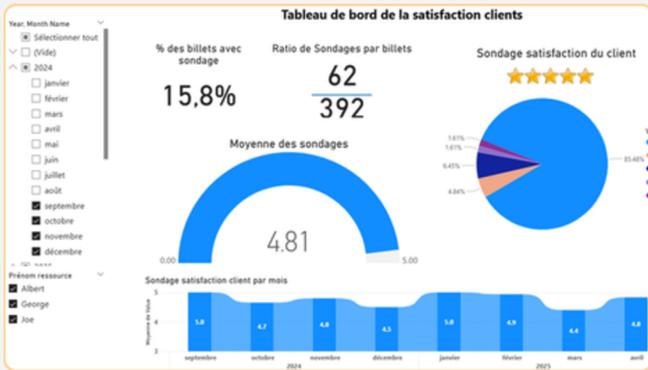
Understand how to use Power BI Desktop to create visuals from a structured dataset.

## Prerequisites

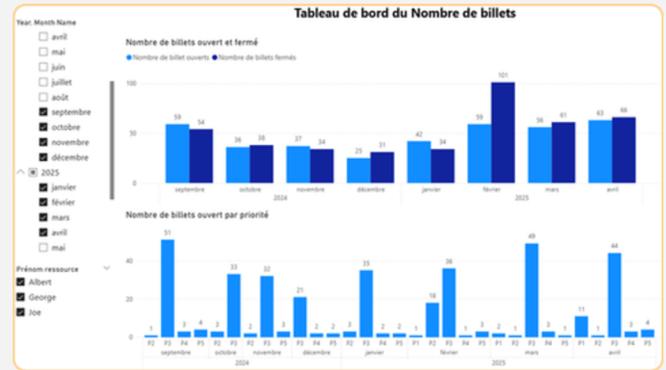
- A C2 environment with available data
- Basic knowledge of tables and charts



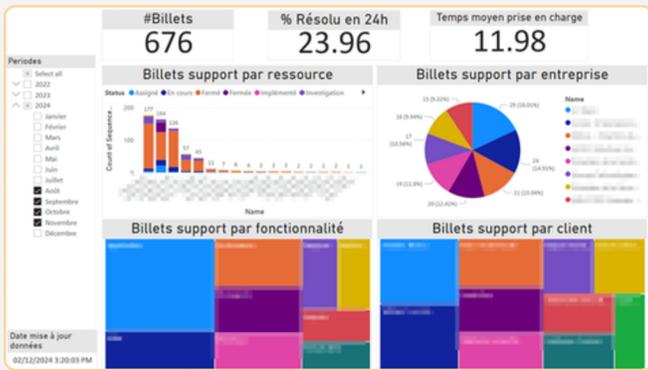
# Dashboard examples



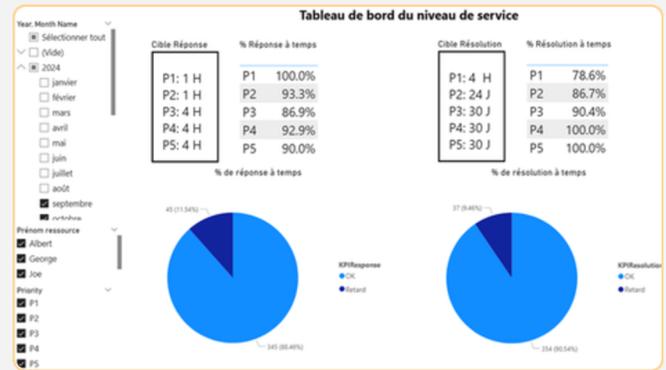
1. Survey dashboard



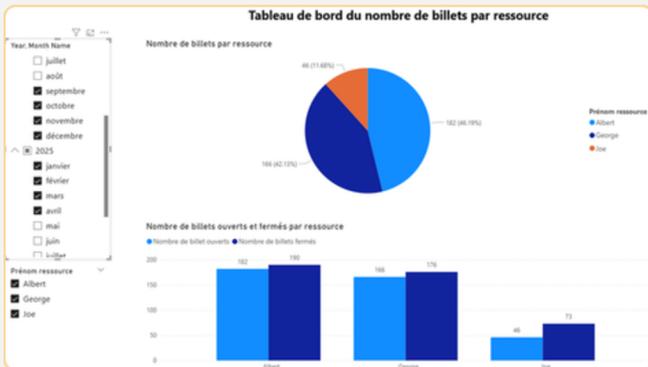
2. Open / closed ticket volume dashboard



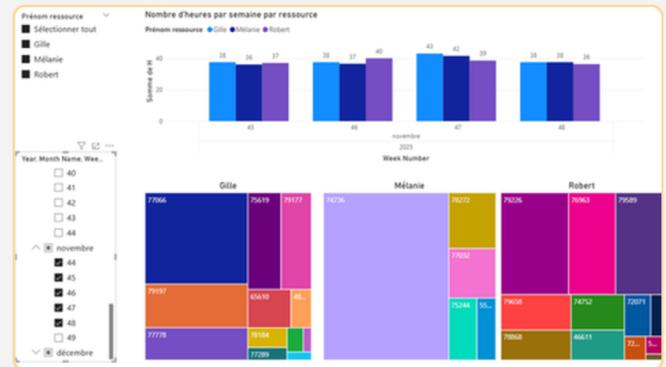
3. Global service overview dashboard



4. Resolution time reporting dashboard



5. Resource overview dashboard



6. Timesheet dashboard by resource

Each dashboard includes a simplified structure:

- up to 2 slicers
- 4 visuals
- 4 measures and/or calculated columns





## An offering tailored to your reality

This service builds on your existing environment (C2 and available data) and can support multiple real-world use cases:

Ticket tracking, service performance, customer satisfaction, resolution time analysis, resource-based analysis

Each dashboard is designed to remain simple, readable, and high-performing, with a controlled number of visuals, slicers, and measures.

## What your teams gain

### Better understanding of their data

Learn how to structure, connect, and enrich data to create a reliable and scalable foundation.

### Clear and consistent dashboards

Choose the right visuals, apply meaningful filters, and build intuitive navigation.

### Faster decision-making

Key indicators become accessible in just a few clicks, without relying on manual exports or parallel tools.

### Greater user autonomy

Teams can use Power BI Desktop with an existing dataset without constantly relying on IT or BI specialists.

## Our team of experts

C2 business analysts play a key role in identifying your needs, facilitating change communication, managing change impact, and minimizing resistance across your organization. Our support aims to maximize the benefits of your changes and digital transformations, helping ensure the success of your organization.

Our support is:

- **Flexible** : Suitable for all types of C2 projects or initiatives
- **Powerful** : Experts with over 90 years of combined IT analysis experience. No need to engage a third party.
- **Attentive** : Tailored to your needs and organizational culture while minimizing resistance within your teams.

