

Successful Go-Live With **EXECUTIVE ADVANCE ANALYTICS**

BETTER INSIGHTS. BETTER CUSTOMER CARE.
For **ADNOC City Gas** with Data-Driven Decisions.

About The Client

Abu Dhabi National Oil Company City (ADNOC) Gas provides **Natural Gas** to homes, businesses, and industries through a reliable underground pipeline network. Their services include supplying fuel for **cooking, heating, cooling, and transportation**.

They focus on building strong **relationships** with their customers by offering excellent service in a **safe** and friendly environment. ADNOC City Gas is constantly growing its network to reach more customers and maintain high standards of customer service.

The Challenge

ADNOC City Gas needed to improve how they handle **customer care and billing**. Their existing software for managing customer needs, issuing bills, and processing payments required

Advanced Analytics to:

- Enhance **operational efficiency** and customer service.
- Generate **detailed dashboards** showing customer issues, billing discrepancies, and performance metrics.
- Provide a user-friendly system with visual tools for quick insights into **key performance indicators**.

Our Solution

We implemented the ADNOC Executive Dashboard, which integrated seamlessly with their system to:



Provide clear, **data-driven insights** to improve efficiency and customer satisfaction.



Enable top management to **monitor key metrics** and make strategic decisions quickly.



Offer easy-to-read **visual dashboards** that highlight important trends and potential issues.

Technology Used

ADNOC Executive Dashboard: Advanced Analytics solution designed to enhance operational efficiency and improve decision-making for large organizations.

The Results

The new solution brought significant improvements:

Better Decision-Making:

Access to detailed analytics helps management plan strategies, allocate resources, and predict future needs.



Proactive Problem-Solving:

Early identification of issues through data insights ensures faster resolutions.



Improved Reporting:

Enhanced reporting capabilities support better strategic planning.



Innovation and Growth:

Analytics reveal opportunities for growth and help the company adapt to market changes.



Customized Dashboards:

Visual tools allow quick monitoring of key performance indicators.



By using **Advanced Analytics**, ADNOC City Gas has strengthened its ability to serve customers, improve operations, and stay ahead in the market.

About Us

Founded in 2012, Diamond Professional Consultants (DPC) is a top management consultancy in the Middle East. We help businesses grow better, develop better, and deliver better.

Our services cover AI, Oracle EPM, Business Intelligence, Business Analytics, Data Science, and Management Consultancy - to make data work for you, not against you. Because when you see your business clearly, you can lead it confidently.

We've worked in various sectors like government, oil and gas, finance, manufacturing, healthcare and more - gaining deep insights into each industry's unique needs.

We are more than just consultants—we are your partners. We believe that when people work together, everything works better. Talent gets smarter, and communities become happier. This is our journey, and we invite you to join us. Let's keep moving forward together.

Diamond Professional Consultants — Grow Better. Develop Better. Deliver Better.

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