

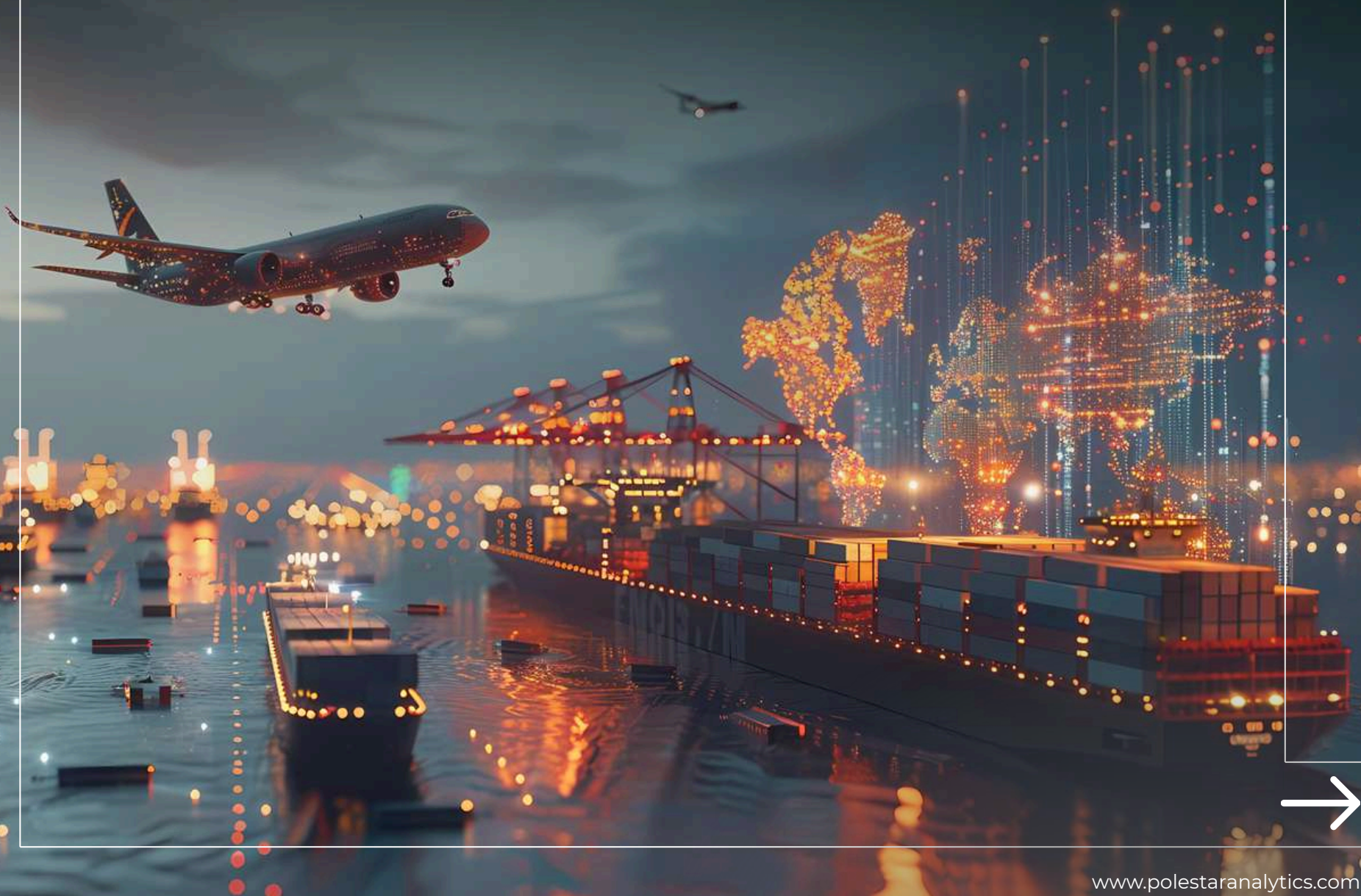
5 Years of Analytics Value Delivered for a Global Logistics Firm: **A GCC Success Story**

Data Operations · Team Performance · Health
& Safety · Engineering Intelligence

10K+
Workers
Covered

6 Specialists
Across
Domains

3 Strategic
Practice
Areas



Client Overview

The client is a global logistics process automation leader headquartered in Europe, with a GCC supporting data operations, finance, HR, technology performance, and health & safety analytics. Operating across airports, warehousing, and distribution, the business supports large-scale logistics environments, including major airport and warehousing operations.

With €2.3B revenue and nearly 9,000 employees globally, the GCC needed stronger analytics visibility to improve operational control, reporting efficiency, and decision support across global teams.

Engagement Model



Embedded T&M resourcing
- treated as core client team, not an external vendor

Team Size



6 Polestar Analytics specialists across Central Data Ops, Finance, HR, Tech Performance & Health Safety

Platform



Azure (data lake) · Databricks (migration from on-prem SQL/SSIS) · Power BI (dashboards)

Duration & Trust



5+ years · Polestar Analytics built the original on-premises platform and led the cloud migration



Contribution 1

Data & Analytics Operations: From Manual Chaos to Automated Control

Before

- Pipelines monitored manually — engineers checking each job individually
- No centralised view of what was running, failed, or at risk
- Legacy on-premises SQL & SSIS infrastructure (no cloud observability)
- High toil: daily manual checks consumed engineering time



After

- Centralised operations dashboard monitoring ALL pipelines across Central Data & Analytics Organization (CDAO) team
- Automated alerting — failures surfaced instantly, not discovered late
- Morning dashboard review replaces hours of manual checking
- Ops team rolled up sleeves to deliver new operational solutions with a faster turnaround

Impact

Faster SLA response times · Significantly fewer overnight failures going undetected. Business and CDAO stakeholders cited the dashboard as a step-change in operational confidence. Polestar Analytics also built the original on-premises platform before leading the full cloud migration to Databricks.



Contribution 2

Team Performance Intelligence: Linking Delivery to Business Outcomes

Polestar Analytics team has been leading the Data-Driven Insights team — turning Jira engineering data into executive-grade performance visibility.

1 Jira KPI Analytics	2 Financially Weighted Productivity Score	3 Technology Performance Dashboard
Three live KPIs tracked for FY27: • Epic Predictability (Committed vs Completed Epics) • Bug backlog resolution rate • Time-to-develop initiatives across PIs Every team scored quarterly — directly visible to leadership.	Delivery-Spend Efficiency Score (0-10): a standardized signal linking Jira throughput to budget utilization — built to feed leadership's bonus-allocation decisions, not to replace them	Monthly snapshot delivered to leadership meetings. Covers all domains: Airports, Warehousing, Distribution. Tracks: surveys like Agile Pulse check and stakeholder satisfaction KPIs, budget vs actuals, resource hours, specification revisions, epic completion rates across PIs — one view, all domains.

Impact

The client's leadership now uses a Polestar Analytics-built dashboard as the single source of truth for team performance reviews and bonus decisions across all engineering domains.



Contribution 3

Health & Safety Intelligence: Protecting 10,000 Workers at Scale

The Bottleneck

The client operates factories, workshops, and airport service sites globally — employing workers who operate with heavy machinery at locations like Heathrow Airport.

Incident data was captured in a tool called Velocity — but accessing it meant logging in manually, entering individual ticket numbers, and checking records one by one.

For unit heads overseeing 100+ workers across airports and warehouses, this was unscalable and slow.

What We Built

Polestar Analytics team built a unified Health & Safety dashboard pulling data from Velocity into Azure, then surfaced through Power BI. Covers all 10,000 employees across airports, warehousing and distribution.

- All incidents for 10,000 employees in one view — no manual ticket lookups
- Unit heads can filter by reporter, injury type, status, and findings instantly
- Linked to hours-worked data — measures productivity impact of injuries
- Enables proactive intervention: identify patterns before the next incident

Impact

10,000 employees covered · 50-100 daily active unit head users · 0 manual ticket lookups



Contribution 4

Project Cost Intelligence & Workforce Analytics

Global Engineering Dashboard



Cost Tracking:

Assault (estimated) vs actual vs latest estimate vs levy cost — tracked for every Amazon, Heathrow, and domain project from start to today

Delay Intelligence:

Root cause tagging on late projects: change of priorities, missing information, product data unavailability — enabling better planning

Resource & Hours:

Tracks engineering hours, specification revisions per project, engineer allocation, and project manager accountability across all domains

HR & Workforce Dashboard



Attrition Tracking:

Monitors voluntary departure trends: who is leaving, which teams, over what period — enabling faster HR intervention on high-value employee risk

DEI Measurement:

Female leader representation and overall gender mix tracked over time — supports client's diversity commitments with data, not gut feel

Workforce Planning:

Headcount changes, repositioning costs, and role availability tracked — giving HR leadership a live view to plan proactively



What the Client Says About Working With Us



Delivery Commitment

Polestar Analytics consistently delivers against commitments — The client cites this as the #1 differentiator vs. larger vendors like Infosys who are also present in the account.



Agility & Flexibility

Teams go beyond contracted hours at month-end or during critical releases. No pushback, no overtime escalation — the flexibility of a specialist partner vs. a large SI.



Embedded Partnership

Polestar Analytics team members join client's scrum calls, attend PI planning, and sit in domain councils. They are treated as employees — not vendors — across six independent threads.



Data Specialisation

When client needs specialist data analytics resources for strategic projects, Polestar Analytics is approached first. Niche capability that their vendor cannot replicate at the same depth.



About Polestar Analytics

Polestar Analytics is a leader in Data, Analytics, AI, and Enterprise Planning helping organizations to unlock intelligent outcomes through our proprietary products like 1Platform, accelerators, and services. Our expertise spans data engineering, data science, agentic and generative AI, and advanced planning for CPG/Retail, Pharmaceuticals, Manufacturing, IT/ITeS, and Financial Services.

Reach out to us today!