Dashboards

Scenario

ABC Suites (Pty) Ltd

"By visualizing information, we turn it into a landscape that you can explore with your eyes, a sort of information map. And when you're lost in information, an information map is kind of useful"—David McCandless

The Challenge:

At ABC Suites, data was everywhere—but insight was elusive. Teams were generating reports, tracking KPIs, and collecting metrics across multiple platforms, but there was no unified view to make sense of it all. Finance Manager Robin Banks was spending hours each week compiling spreadsheets for leadership, only to present static snapshots that were outdated by the time they reached the boardroom.

CEO Candy Wrapper needed a way to cut through the noise. She wanted to know—at a glance—whether the company was winning or losing. But with no live dashboards, no visual summaries, and no department-level breakdowns, decision-making was slow, reactive, and often based on gut feel rather than real-time data.

How ABC Suites uses epic:

With Epic's **Dashboards** feature, ABC Suites transformed its data landscape into a live, visual command centre. Robin configured simple, intuitive dashboards that tracked both lead and lag indicators—giving Candy and the leadership team instant visibility into performance across finance, operations, and customer service.



Each business unit received its own tailored dashboard, showing only the metrics relevant to their role. Confidential data was securely restricted, while team-level KPIs were made visible to drive alignment and accountability. Colour-coded gauges, trend lines, and real-time updates replaced static spreadsheets—making it easy to spot risks, celebrate wins, and course-correct early.

Now, instead of chasing reports, ABC Suites leads with insight. Dashboards are reviewed weekly, forming the backbone of strategic conversations and empowering every team to focus on what matters most.

“From information overload to insight on demand—Epic’s Dashboards gave ABC Suites the clarity to lead with confidence.”