CASE STUDY

# RPA for Advanced Esri Portal Metrics

## The Challenge

—    A federal geospatial agency supporting over 34,000 users and over 30,000 products needed to tell their story in a compelling way and needed to quantify activity, often as evidence to justify infrastructure costs/budgets. Unfortunately, off the shelf software provides limited metrics on portal content and user activity. The limited tools that do exist are not effective with large portal implementations. Self-service portals grow rapidly, and business leaders need to understand who their users are, what they are doing, and what the content is.

## The Solution

—    Ardent used Robotic Process Automation (RPA) with Python scripting and expertise in Esri applications to create automated scripts to generate portal metrics that are always up to date. In addition, Ardent developed Esri dashboards that display informative charts and graphs, illustrating how the geospatial portal is being used.

## The Outcome

— Because of the improved accessibility of the data, system owners are now able to gain more understanding of their users' behavior over time and the overall performance of the geospatial portal. Key data elements such as the size of each portal item, date created, and created by user are now available. The geospatial agency leadership now has actionable insights such as portal items created over a defined span of time, portal growth over time, and portal content by item type. The advanced Esri portal metrics empower the geospatial agency leadership to discern patterns and behaviors of users.

## Tools used to achieve these outcomes:

- ESRI ArcGIS Enterprise
- Python
- ESRI Dashboards

## About Ardent

— A Digital Transformation, Location Intelligence, and Data Analytics firm, Ardent Management Consulting (ArdentMC) is a certified HUBZone Small Business and CMMI-Dev Level 3, v2.0 and ISO 9001:2015 company with offices in Arlington, VA and Tulsa, OK. ArdentMC management systems (ISMS/ITSMS) are certified to ISO 27001:2013: ISO 20000-1:2018 standards by SRI Quality System Registrar. Ardent brings a significant history of innovative and "at the speed of the mission" proven best practices in geospatial analytics, cloud services and modernization, and software development. Ardent is the "All In" trusted provider to many government agencies, DHS mission components, state and local projects, and the commercial and non-profit sectors.

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