

CASE STUDY

OVERVIEW

Razor supported the Department of Veterans Affairs (VA) to enhance claims processing and benefit delivery across multiple VA product lines. A key aspect of this effort was implementing Tableau for enterprise-level data visualization and decision support.

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PROBLEM

The VA faced challenges with siloed data, manual reporting, and limited visibility into benefit processing and system performance across legacy and cloud-based platforms. Leadership lacked a real-time, unified view to track progress, performance, and modernization efforts.

SOLUTION

Razor implemented Tableau dashboards integrated with data from Oracle, AWS RDS, and Kafka to visualize KPIs, track modernization initiatives, and monitor platform performance.

Technologies used: Tableau was supported by DevSecOps tooling (Jenkins, Docker, Kubernetes) and observability tools (AppDynamics, Prometheus, Grafana).

RESULT

The VA gained real-time visibility into benefit workflows, improved decision-making, and accelerated modernization efforts. Tableau dashboards helped identify process bottlenecks, monitor system health, and support leadership reporting—ultimately improving outcomes for Veterans.