



Major Telecommunications Company

Business Intelligence for ERP

Objective

The client implemented SAP R/3 in an effort to resolve Y2K issues with mainframe applications. Prior to the SAP implementation, US and Canadian business units had separate and distinct business systems, based on a variety of hardware, software and application protocols. The client implemented the FI, CO, SD, MM, PS, PP and SM modules of R/3, and continued to migrate US and Canadian business units onto the R/3 environment. Although the R/3 system has provided many transaction processing and manufacturing planning benefits, R/3 does not provide the reporting and data analysis required by the business. Development of reporting within the R/3 environment raised several problems:

- Hard coding ABAP programs to generate reports from R/3 was very costly and time-consuming
- System performance was of critical concern
- Minimal data from the legacy system was converted into SAP R/3
- SAP R/3 did not store changes on a key business measures, including transactional changes to orders

Solution

The experts of CBIG worked together with the members of the client's business and IT departments to identify the improvements that would enhance company growth and develop a plan to support the business requirements. Throughout this process, the team laid out a plan for the client that included: Performing an assessment to determine the data Architecture and technical Architecture needs, as well as the organizational needs for the client to implement to install successfully the data warehouse environment.

The client successfully built a reporting and analysis environment fed from the installed modules of SAP and legacy systems, both. They were also ready to add quickly information from the modules and business units to be added over time.

Customer Profile

The client, a manufacturing company with over \$1 billion in sales, produces products for the telecommunications industry. Their customers include Bell South, AT&T, Ameritech, Sprint, and others in the wireless and cellular telecommunications industry.

Business Situation

CBIG identified the key business issues for the client and implemented a data warehouse solution to meet the objectives. The solution requires fewer and less specialized IT resources for developing the queries and reports and a common reporting delivery mechanism was established using the companies Intranet.

Technology

Oracle 9i
Microstrategy
SAS 6.0
Ab Initio

CBIG Corporate Overview

Business intelligence and data warehousing are all we do. CBIG offers a full range of services and software targeted at your Business Intelligence environment. Whether you are implementing a data warehouse, a data mart, or need help realizing value from a project already completed, we can help. At the heart of our practice is TruCourse™, our integrated methodology, and FrogPoint™, our BI program management software.