



Business Intelligence Outsourcing

These days, almost all IT departments host, develop and maintain some BI applications. However, having the necessary infrastructure, bandwidth, and skill sets in house to provide a quality business product can be a problem for any size organization. The BI landscape changes monthly. One thing to consider is outsourcing your BI practice to CBIG. CBIG has the people who are on top of the latest technologies, architectures, and product offerings. We have the resources and infrastructure to assess, develop, deploy and maintain your business intelligence environment in a manner which reduces overall cost and increases business benefit.

Here are some of the benefits of outsourcing your BI practice:

Expertise

- CBIG employs BI experts. We stay ahead of the curve with the latest BI architectures, software, and service offerings.
- BI application performance is paramount. Producing flashy dashboards and reports is part of the battle. The other part is doing it in a timely manner. CBIG technologists are experts in tuning BI applications for fast information delivery. By controlling the technology environment, CBIG can tune your applications in an iterative and effective manner.
- CBIG is not only comprised of technologists. We have business and industry expertise that is unparalleled. CBIG excels at working directly with sponsors and end-users to determine BI needs.

Time to market

- Infrastructure - BI has a scalable infrastructure in place that can be leveraged by all of our clients. Software installation and deployment occur significantly faster than when doing so in most in-house environments.
- Licensing – For existing products, CBIG will work with you and your product representatives to ensure license compliance. We often find ways to save on licensing. For new installations, CBIG has relationships with most BI product firms out there. We can negotiate and embed licensing costs into our fees to eliminate the hassle.

Reduce IT challenges related to BI

- Maintenance - Some of the challenges that many IT shops face can be eliminated. For instance, CBIG has the process and infrastructure in place to perform common IT tasks such as Backup/Recovery, maintenance, etc. while mitigating business impact. Having these applications processed externally can avoid many bottlenecks that exist in operational processing environments.
- Upgrades – CBIG can provide upgrades to your products quickly and seamlessly. We will upgrade, regression test, and roll-out your product upgrades while minimizing user impact.
- Security – Data and application security is of the utmost importance to CBIG. We lock down each of our clients using the best available security tools.

Cost reduction

- Employing and training a skilled BI staff is expensive. The skills needed to effectively support a BI platform often differ than those need to support other operational systems. CBIG's personnel is always trained on up to date technologies and will recommend the right solution for you.
- Most, if not all reporting is delivered via the web these days. Additionally, 50% of report delivery across organizations is delivered to remote users, i.e. sales personnel, remote office staff, external customers/partners, etc. CBIG uses a top tier data center with powerful dedicated or shared servers, all



with the highest available internal and external speeds. Our volume agreements reduce your costs.

Communication and Management via Frogpoint

- Frogpoint is a CBIG developed web tool that manages your entire BI relationship with CBIG, from general communication to enhancement requests. (*See Frogpoint*)
- If you sign-on to a BI outsourcing relationship, you automatically get full access to our Frogpoint suite. This means that you have access to Frogpoint for use within your IT shop, and for managing your hosting relationship with CBIG.