

Case Study

BI Managed Services For A Global Food Manufacturer



Industry

Manufacturing – Consumer Goods

Location

United States

Revenues

4 Billion USD

Function

Sales, IT Operations

Challenges

Customer needed a capable partner who could not only execute but also provide BI thought leadership to ensure long-term ROI

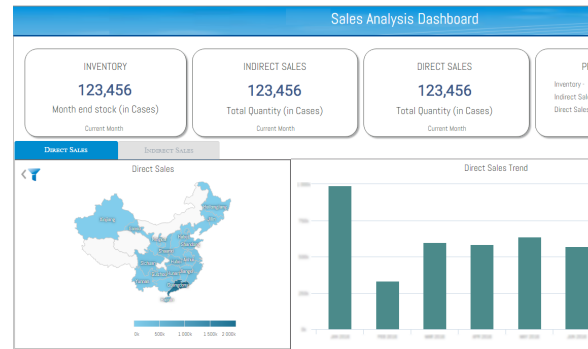
Manage IT operations costs effectively

Deliver streamlined global support & maintenance

Solutions & Technology

- BI Strategy
- BI Managed Services
- Support & Maintenance
- SAP Business Warehouse
- SAP BusinessObjects
- BO Data Services (BODS)
- BO Administration
- Reports - Web Intelligence & Analysis For Office
- SAP Predictive Analytics
- SAP HANA

Worked as a virtual extension of customer's BI team and led multiple initiatives



Region	Sub Region	Measure	2017	2018	2019	2020	2021	2022	2023		
COC	COC1	Indirect Sales	1,915	2,087	2,395	881	1,854	988	972		
		Direct Sales	4,579	1,918	0	12	3,885	7,188	778	888	
	COC2	Indirect Sales	18,213	18,721	18,788	18,848	17,911	14,883	18,813	22,285	
		Direct Sales	1,888	1,184	1,888	815	2,184	2,281	822	4,123	
	Guangxi	COC	Indirect Sales	742	2,783	0	388	822	3,788	9,888	3,882
			Direct Sales	14,842	14,788	18,883	18,813	14,788	13,888	13,788	13,888
Guangxi1		Indirect Sales	15	388	378	128	188	188	318	388	
		Direct Sales	874	888	888	243	888	888	888	888	
Heman		Indirect Sales	2,885	2,582	3,187	2,885	2,415	2,888	2,888	2,888	
		Direct Sales	822	888	-127	1,288	888	841	482	1,371	
Human	Indirect Sales	1,848	0	0	0	888	888	888	888		
	Direct Sales	7,917	7,888	7,138	18,882	8,248	8,873	8,888	8,748		
COC	Subtotal	Indirect Sales	10,288	9,884	9,825	12,288	10,181	9,888	7,724	7,883	
		Direct Sales	4,755	2,787	5,278	4,888	4,813	6,817	4,888	5,888	

- Reengineered ETL landscape from IBM DataStage to SAP BODS
- Support & Maintenance: Supported global business operations by delivering support, maintenance, monitoring, upgrade testing, performance tuning, troubleshooting & enhancements to BI landscape (including SAP BW & SAP BO)
- SAP BusinessObjects Admin: Managed BO installation, upgrades, user admin, repository admin, cloud/AWS integration, Universe retirement, troubleshooting and more
- SAP BusinessObjects: UNV to UNX conversion, Universe enhancements, performance tuning for user-created reports
- Reporting: Delivered ad-hoc reports using Web Intelligence and Analysis for Office (AO)
- Analysis for Office (AO): New AO application development, BEx to AO conversion, advanced AO support to users
- Web Intelligence (WebI): New reports development, support existing reports, BOBJ audit customization
- Self Service BI using SAP Lumira: New reports development, support, upgrade testing, SharePoint integration, performance tuning
- Executed Proof Of Concepts on areas such as SAS to SAP Predictive Analytics, and SAP HANA Live