

Case Study

BI Support & Maintenance For A Leading Retailer With 400+ Outlets



Location
United States

Employees
~15,000

Solutions

- BI Strategy
- Managed BI Services
- BI Installation & Configuration
- BI Support & Maintenance
- SAP BW on HANA rollout
- SAP HANA Modeling
- Web Intelligence
- Analysis For Office
- Crystal Reports
- Custom Extensions (VBX)
- SAP Lumira Training

- Background: Visual BI had set up, installed & configured SAP BW, BOBJ, HANA & BPC landscapes, and offered enhancements, ongoing support & maintenance for SAP BW, SAP BusinessObjects and SAP HANA
- Monitored periodic data loads from SAP & non-SAP data sources, and resolved load failures and handled escalations
- Validated dashboard & reporting outputs for Web Intelligence and Crystal reports
- Provided night & weekend support as required on an occasional basis
- Delivered support training for personnel to handle failures and issues

"The team members are professional and highly knowledgeable in their areas."

- IT Director

