

Case Study

BI Support & Maintenance For A Global Food Manufacturer



Industry

Manufacturing – Consumer Goods

Location

United States

Revenues

4 Billion USD

Challenges

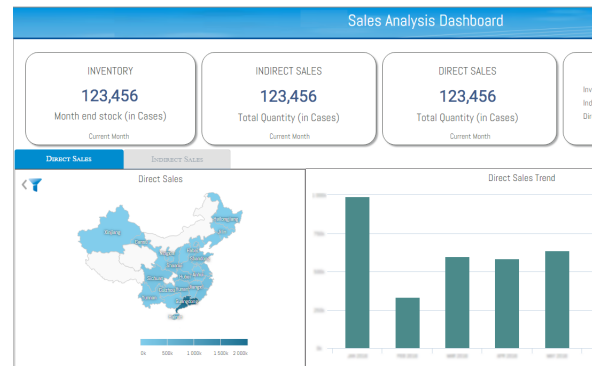
Customer needed a capable partner to not only support operations but also deliver BI thought leadership to ensure long-term ROI

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



The screenshot shows a detailed data table with columns for Region, Sub Region, Measure, and various time periods. The data is organized into sections for COC1, COC2, Guanghai, Henan, Human, and a Subtotal for COC. Measures include Indirect Sales, Direct Sales, and Inventory.

Region	Sub Region	Measure	2015	2016	2017	2018	2019	2020	2021
COC1		Indirect Sales	1,976	2,881	2,889	881	1,824	908	
		Direct Sales	4,379	3,918	0	12	3,885	7,185	776
		Inventory	16,313	16,731	16,786	16,848	17,191	14,863	16,813
COC2		Indirect Sales	1,888	1,184	1,888	915	2,184	2,281	833
		Direct Sales	742	2,783	0	388	828	3,788	8,888
		Inventory	14,842	14,788	16,883	16,813	14,788	13,888	13,788
COC	Guanghai	Indirect Sales	15	385	376	128	185	185	318
		Direct Sales	874	888	343	388			
		Inventory	2,888	2,882	3,187	2,888	2,415	2,888	2,888
Henan		Indirect Sales	838	888	-127	1,288	888	841	483
		Direct Sales	1,848	0	0	0	181	288	8,288
		Inventory	7,117	7,888	7,138	16,882	8,248	4,873	8,288
Human		Indirect Sales	388	383	373	1,834	831	888	1,813
		Direct Sales	1,823				874		
		Inventory	18,288	8,884	8,433	12,888	18,181	8,888	7,788
COC	Subtotal	Indirect Sales	4,758	2,887	4,278	4,488	4,873	4,873	4,488
		Direct Sales	8,838	4,781	0	1,888	5,883	14,281	13,888

- 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
- Reengineered ETL landscape from IBM DataStage to SAP BODS
- Executed Proof Of Concepts on areas such as SAS to SAP Predictive Analytics, and SAP HANA Live