

Case Study

Support & Maintenance For A Leading Sports Apparel Brand



Industry

Apparel & Accessories

Location

North America

Challenges

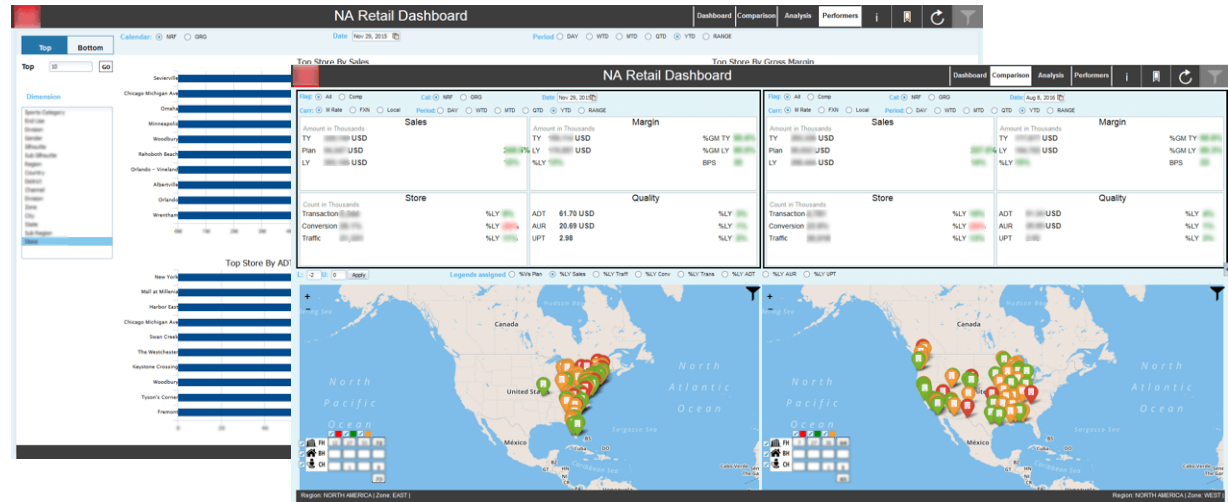
Effectively support a high-growth business with dynamic and rapidly evolving BI needs

Challenges in meeting peak demands during M/Q/Y-ends & holidays

Solutions

- BI Strategy
- BI Managed Services
- Support & Maintenance
- SAP HANA Modeling
- SAP BW / BO
- Data Integration (BODS)
- Reports - Web Intelligence & Crystal Reports
- Visualizations
- Custom Extensions (VBX)
- Predictive Analytics

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



- Performed development, enhancements, migrations, support & maintenance, and break-fix activities across BI landscape (SAP BW, SAP BusinessObjects, SAP HANA, BODS)
- Drafted and delivered a strategic support process, driving proactive monitoring and timely escalations
- SAP BusinessObjects Administration & Management: Administered SAP BO environment, supporting activities including but not limited to instance monitoring, creation of new Universes on SAP HANA, migration of existing universes to SAP HANA, creation of Web Intelligence reports, support existing crystal reports and more
- Dynamically scaled up/down team to manage seasonal BI needs such as
 - Retail Analytics Proof Of Concepts using SAP Predictive Analytics / SAP HANA
 - Feasibility study & migration of hundreds of critical and real time Crystal Reports from BOBJ 3.1 to 4.1, with some reports being converted into Web Intelligence reports in 4.1
 - Meet peak demand during Month/Quarter/Year Ends, Back to School, Thanksgiving and holiday season