

DSCa/lards^{4bi}
fluid information access



What is Business Intelligence?

Data on its own is meaningless. Business Intelligence (BI) is the means of bringing your data together and transforming it in to meaningful information, and putting it into the hands of the people who need it, when they need it.

That said, BI means different things to different organisations and users. BI often refers to complex business applications, tools, and technologies focused at understanding business metrics and performance. This includes such concepts as data warehouses, data cubes, and performance monitoring.

However, for most it is a case of users struggling with data in multiple spreadsheets, pivot tables, and cumbersome reports that have been positioned as "BI" but never actually delivers the results needed to improve business performance.

How can you achieve it?

DSCallards4bi helps organisations to realise true BI that improves efficiency and effectiveness, and to see a financial return on the investments made in the systems that automate their business, such as ERP.

We aim to support you in achieving your business goals, through integrating your various information sources to get real value from your data by providing a full operational view of the organisation. Our business-focused applications offer a ready-made solution that targets the business issues being faced by organisations, no matter what the size.

We accomplish this through a comprehensive results-oriented approach to BI that includes:

- DISCOVERY:** Understand your goals and the measurement systems currently in place
- DESIGN:** Develop a working solution from your goals, aim and vision
- ACCESS:** Provide the access to information that you require, regardless of the source
- SHARE:** Deliver the right information to the right people at the right time in the right context
- EDUCATE:** Empower users with the knowledge they need to be more self-sufficient
- SUPPORT:** Provide ongoing dedicated helpdesk assistance when you need it most.

Throughout your entire business, we strive to understand the information access issues faced by every user, in every department, from business users to IT.

By keeping your goals and measurement requirements at the forefront of our minds, we are able to go beyond just solving issues, to implement true business intelligence.

www.dscallards4bi.com

DSCallards and SAP Business Objects

The foundation of our Business Intelligence solutions is a platform from the world's leading BI software company – SAP Business Objects.

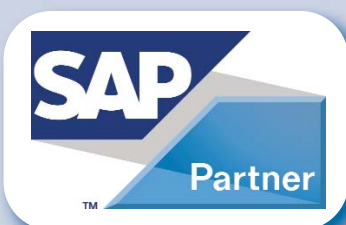
The SAP Business Objects suite of products provides extreme user insight on a trusted, heterogeneous platform. Business users can access information across the organisation with the broadest set of web enabled capabilities, and market-leading integration with Microsoft Office. SAP Business Object's BI platform can make a complex web of systems look like a single, coherent information access layer. An abstraction layer hides the real-life complexity of your systems from the business users, helping provide a more flexible, consistent user experience.

Fluid information, accessed when and where you need it most

DSCallards understand that corporate information systems inevitably evolve. You can try and consolidate information into a single view at any level in your infrastructure by creating data marts or data warehouses but there are always new systems coming online and for cost and practicality reasons, not all data can be put into the data warehouse. The result is that the creation of "one view of the truth" is ultimately only feasible using BI, where information can be brought together on the user's workstation.

A BI platform must provide all of the features necessary for effective information access in real-life organisations including data integration, reporting, analysis, dashboarding, and scorecards. It must also integrate tightly with the infrastructure needs of the organisation in terms of platforms, security, scalability, and availability.

The SAP Business Objects BI platform enables us to deliver this to organisations of any size, via a single integrated platform that breaks the barriers of traditional BI, reaching beyond data silos to give everyone in the organisation all the information they need to make more confident business decisions.



Complete End to End Business Intelligence Services

DSCallards are recognised globally for our commitment to helping organisations through our comprehensive range of BI Services.

- Data Warehousing
- Report Development
- Data Quality Improvement
- Data Integration (ETL)
- Migration Specialists
- BI Strategy & Design
- Metadata Management
- Performance Dashboards and Balanced Scorecards
- Training, Mentoring & Support

SAP® Pinnacle Awards 2010
FINALIST

Typical BI Services from DSCallards include:

Reports, dashboards and Universe development – Our development services provide an extended resource for your reporting and IT teams, at a time when you need them most. Reporting projects of any size are managed along the Prince2 methodology, delivered by some of the industry's most experienced consultants, on time and on budget.

Solution implementation – Solution implementation services provide valuable input on how to best use applications to meet your business needs. Key activities include blueprinting business process requirements, tailoring applications to business requirements, resolving conceptual and technical issues, cycle testing, and load and stress testing. Other deliverables include knowledge transfer and documentation of software settings, plus evaluation of the solution to meet your business needs.

Solution optimisation and upgrade – Solution optimisation and upgrade services deliver comprehensive services for implementing the upgrade, addressing technology, training, and change and risk management. They also ensure that your IT infrastructure keeps pace with new challenges and new technologies.

DSCallards Education Services

Optimise your investment in SAP Business Objects software with learning solutions from DSCallards. With comprehensive offerings from our BI Education Team, you can:

- **Optimise the value of your IT investment**
- **Reduce total cost of ownership**
- **Facilitate adoption and system use among your critical end users**

“ DSCallards provided a solution that understands not only the technology, but also the business issues and benefits required. ”

Torbay Council



Phoenix Contact Visualises Performance with SAP Crystal Reports and SAP Crystal Dashboard Design

Challenge

Employing 9,300, Phoenix Contact is a German company that manufactures electronic connection and industrial automation technology, with global sales in excess of €1 billion. A new management team was put in place to boost UK sales and increase market share in line with the global organisation. Having overhauled the MRP and CRM systems to ensure key sales and customer information was being recorded, the company looked for a report solution. Using SAP Crystal Dashboard Design, Phoenix Contact created static sales dashboards to provide information on sales by region, by product and by channel.

Approach and Solution

Phoenix Contact embarked upon the development of strategic dashboards using Crystal Reports Server and SAP Crystal Dashboard Design to access live data and create reports and dashboards. DSCallards provided several days of training and consultancy to create a dashboard framework linked to the core MRP and CRM systems.

Robert Peters, IT & Operations Controller, explained that the company created three dashboards, tailoring the information to meet the needs of senior managers and regional sales managers as well as developing a dashboard that is displayed to the entire organisation on flat screens around the business.

RESULTS: Business Transparency Drives Double Digit Growth

The dashboards and reports are now an integral part of day-to-day operations at Phoenix Contact. From a management perspective, the dashboard is supporting the key strategic changes required to increase market share. Indeed the company is in a position of double digit growth over last year and consistently hits or exceeds targets. Benefits of the dashboard deployment include:

- **Business Transparency:** Providing dashboards on flat screens around the organisation has transformed employee understanding and business commitment.
- **Operational Support:** Phoenix Contact has now begun to develop new dashboards to support the entire supply chain, from product to warehousing and distribution.
- **Customer Service:** Real time monitoring of supply chain performance and capacity planning is enabling the company to highlight potential delivery days before they occur and proactively contact the customer with an alternative date.
- **Financial Analysis:** Phoenix Contact is also protecting against margin erosion by undertaking alert based reporting on product margin and financial performance.

“Dashboards have enabled Phoenix Contact to deliver unprecedented information transparency at every level of the business”

“Dashboards provide a highly visual interpretation of business performance – the information comes alive for users across the business”

“The adoption of Crystal Reports and dashboards has been a simple, straightforward process and has transformed the depth of information available to Phoenix Contact and supported significant business change”

DSCallards Case Study



West Yorkshire Police Unlocks Information with SAP Business Objects

CHALLENGE: Making a Case

West Yorkshire is currently the fourth largest Police Force in England and Wales, covering 2034 square kilometres and serving a population of 2.1 million people. 5685 Police Officers and 3670 Police Staff (including 461 Police Community Support Officers) make up the staff of West Yorkshire Police.

The Force also has a number of core support services, including the Office of the Force Solicitor (OFS) which defends West Yorkshire Police when necessary in any civil claims, such as road traffic accidents, as well as dealing with sex offender orders, football banning orders, proceeds of crime applications and licensing and firearms issues.

The OFS team of 20 staff also handles internal staff issues including employment tribunals, accidents at work, pension and police discipline cases. With an average annual case load of 2,000 split between 13 legal practitioners – from paralegals to solicitors – strong control processes and excellent information resources are key. “There is an increasing demand for case related information across West Yorkshire Police, from personnel to the investigation unit,” explains Darren Grosvenor, Practice Manager, The Office of the Force Solicitor, West Yorkshire Police.

Trying to meet this information demand using the existing case management system was creating a significant administrative overhead. Rather than opt for an expensive and disruptive system upgrade, the Force decided to use SAP BusinessObjects Edge™ and SAP Enterprise Dashboard Design™ to automate reporting and deliver case workload visibility through management dashboards.



APPROACH: Transforming Information Accuracy

West Yorkshire Police turned to SAP Business Objects partner DSCallards for the software installation, universe creation and training in SAP Crystal Reports. The case management system is copied overnight to SAP BusinessObjects Edge, enabling the force to build up a historical view of each case as it progresses.

DSCallards helped the OFS to deliver a tailored dashboard to office managers which provides the total workload, the number of cases by type and the number of hours recorded for each case.

The OFS now has automated reports running on a monthly or quarterly basis for ten departments within West Yorkshire Police, including environmental health and personnel. “The ability to schedule a number of standard reports in Crystal is saving around two to three days each month,” Grosvenor confirms.



RESULTS: Meeting Law Society Standards

One of the important roles of the OFS is to keep its insurers up to date on current case status. As each case arrives, the solicitor assigned assesses the case and sets a reserve – the likely cost of settling the claim. Under the insurance policy, the Force pays a certain amount of compensation each year, after which the insurer picks up the bill and it is therefore important to keep the insurer up to date on the current level of liability.

“Using SAP Crystal Reports the OFS provides the insurance company with monthly information on claims, with quarterly reports on misfeasance and employer’s liability,” Grosvenor commented. “The next step will be to use SAP Crystal Reports to look at trends in reserve setting, by case type and solicitor, which will enable the OFS to tie down the reserve policy.” Improving the accuracy of this process is expected to reduce insurance premiums by providing the insurers with greater confidence in the efficiency and effectiveness of West Yorkshire Police’s claims process.

Benefits of using SAP Crystal Reports:

- **Workload Management:** With cases ranging from the straightforward compensation for an incorrectly knocked down door to claims for road incidents that can last up to five years, case allocation is very important. Using SAP Crystal Dashboard Design to monitor the daily workload, managers can ensure legal practitioners are not overloaded and have a reasonable spread of work across each case type which is key to achieving annual performance related pay increases.
- The dashboard will also flag up potential case problems. “To retain the Law Society lexcel accreditation it is essential that file reviews are carried out regularly and files are closed down quickly after the work has been completed. Using the SAP Crystal Dashboard Design managers can ensure these processes are followed,” says Grosvenor.
- **Information Sharing:** The OFS is increasingly sharing information with departments across the force. Personnel now receives a monthly update on the number of employee tribunals and their current status, while environmental health is using the information to demonstrate the importance of complying to health and safety regulations across the force.
- **Data Accuracy:** Departments across West Yorkshire Police are increasingly recognising the value of the data held by the OFS and actively cross reference information to confirm data accuracy.

“Improved reporting through SAP Crystal Reports has transformed the visibility of the Office of the Force Solicitor throughout West Yorkshire Police, reduced administrative time by up to three days each month and, combined with SAP Crystal Dashboard Design, is providing unprecedented insight into key processes including workload allocation.”

“SAP Crystal Reports is such an easy tool to use. It is a simple process to respond to an ad hoc report request and then schedule that report to run automatically if required.”

“The OFS is also providing reports to the Investigation Unit on the amount of time that is being spent on each case and the associated costs”
Says Grosvenor.

Why DSCallards?

Since the early 1990s, DSCallards has been at the forefront of the technology revolution. Working closely with our strategic business and technology partners, we continue to offer specialist software and services in addition to developing software solutions to meet the immediate and future needs of both the enterprise and government departments.

Our Track Record

Our experience includes projects and support for over 300 clients across the UK, working for organisations such as Alcatel Lucent, River Island, Suzuki and Symantec.



Talk to us about Business Intelligence

Engage one of our Business Intelligence Specialists to examine, analyse and understand your business and recommend a solution that delivers results, fast.

Freephone: 0800 652 4050

Email: sales@dscallards4bi.com

Visit our website:

www.dscallards4bi.com