ABOUT EMTEC ®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

PACKAGED APPLICATION SERVICES

Emtec is a leading implementer of Packaged Applications. We help reduce costs by streamlining processes and providing application package expertise. We partner with our clients to provide subject matter expertise around the entire lifecycle of your application. Our specialty practices include, Microsoft, Oracle, PeopleSoft, Hyperion and SAP.

- ERP

- CRM

- BI

FIRM PROFILE

A Global software management company that provides application usage management solutions (software installation and licensing, entitlement management, software delivery, application readiness and enterprise license optimization) to over 80,000 clients throughout the United States, Europe and Asia.

THE BUSINESS CHALLENGE

The company was upgrading its Oracle E-Business Suite (EBS) platform from version R11 to R12 while also implementing Oracle's Hyperion Planning solution for budgeting and forecasting.

They had very limited tools for their reporting, as well as their budgeting and forecasting. Quarterly reporting took four to five weeks to create 70 to 80 static spreadsheet reports for different end-users — their executive board, their venture capitalists, for compliance, for SEC requirements and more. This involved eight or nine people, from the controller down to business analysts.

Determined to improve its business intelligence (BI) gathering and reporting capabilities in order to produce a "single version of the truth" from multiple data sources, the company turned to the business intelligence experts at Emtec.

THE SOLUTION

To pull all data sources together, Emtec recommended and implemented Oracle's Business Intelligence Enterprise Edition (OBIEE), an architecturally unified BI platform that delivers accurate and consistent insight by defining all data sources, metrics, calculations, definitions and hierarchies and managing them in a Common Enterprise Information Model.

Emtec also implemented Oracle Business Intelligence Applications (OBIA), a BI and data warehousing application built on the OBIEE technology stack. The beauty of OBIA is that it uses a variety of different prebuilt adapters, or "hooks," that latch onto data from a wide range of data sources and applications (including Oracle E-Business Suite, PeopleSoft, JD Edwards, Siebel, SAP and more) and pulls that data into a single data warehouse. It also provides a library of metrics, reports and dashboards.

The Emtec team also helped with the monumental task of cleaning the data during the course of the four-month project.

When the company was running its forecasting and budgeting reports directly from the old version of EBS, the accounts were set up by country of origin. When those tasks were moved to the Hyperion Planning toolset, the company decided to set up accounts differently- by region. With that change, all the hierarchies changed automatically and during the testing phase- and 3,200 discrepancies popped up between accounts in EBS and Hyperion Planning. Emtec, utilizing OBIEE discovered and resolved these discrepancies so their budget and actuals would match up once in production.

APPROACH & METHODOLOGY

Using Emtec's proven project methodology, the team structured the project into a five-phased approach to achieve the goals and objectives set forth by the client. This approach sets key deliverables to an attainable timeline with appropriate resources and provides constant insight to stake holders with defined milestones and deliverables.

> " With OBIA, they can now generate quarterly reports automatically in about 15 to 30 minutes vs. the four to five weeks previously. Important decisions are now based on timely and more importantly- "accurate" information. "

PHASE I – STRATEGY

During this phase the project charter was created. Project resources and stake holders were identified and high-level project plan was constructed with major milestones and check points. High-level project plan was signed off.

PHASE II – DISCOVERY

The current reporting structure was analyzed and requirements for desired state were documented. Gap analysis was done to identify any customization needs to accommodate the KPI and dashboards that were not part of the out-of-box OBIA Financials. JAD sessions with the client business and technical teams laid the foundation for the system design. A detailed project plan with WBS was created and signed off.

PHASE III – DESIGN

Once all requirements were finalized, the overall design was created for OBIEE Common Enterprise Information Model. An integration mechanism was built to pull budget data from Hyperion Planning and merge it with actuals coming from EBS R12. A working model for KPIs and dashboards was created along with the application security structure. A sub-phased approach was adopted to provide a working

environment for the reporting team as soon as possible while adding more reports and dashboards to the system in subsequent phases. Design was documented and signed off.

PHASE IV – CONSTRUCTION

Once the Design was finalized, all modules of the solution were built: physical model, business model, security, reports and dashboards. Each module was individually tested for bugs and was reworked as needed.

PHASE V – TRANSITION

Once the system was tested to satisfaction by the project team, a pre-defined group of power users were allowed in the system to perform QA. Any issues reported during QA were fixed and the system was ready for production roll out. Several knowledge transfer sessions were held and once the client team was ready, the reporting system was rolled out to business community.

TECHNOLOGY

- Oracle E-Business Suite (EBS)
- R12 Oracle Hyperion Planning Solution
- Oracle Business Intelligence Enterprise Edition (OBIEE)
- Oracle Business Intelligence Applications (OBIA)

RESULTS

Emtec not only provided BI capabilities to pull in all data from multiple silos into a single reporting platform, but also helped to validate their processes by comparing data from the newly implemented Hyperion Planning and the upgraded EBS system. With OBIA, they are now able to generate quarterly reports automatically from the system in about 15 to 30 minutes vs. the four to five weeks previously.

The new platform also now allows for self-service reporting. Engineers, salespeople and marketing staff no longer have to submit a request to IT- they can generate their own reports through highly intuitive web-based dashboards. Users can create interactive charts, pivot tables, reports and dashboards, slicing and dicing data any way they wish. End-users do not have to be report writers or 'super users' to get the data they need.

With Emtec's' help, the company can now make important decisions based on timely and more importantly "accurate" information. In addition, the BI infrastructure delivers relevant information to different users in ways that are easy to understand and most meaningful to them. That means smarter decisions, better planning and more-empowered employees.

Project Management
Project Plan, Cost Mgmt, Risk Mgmt, Issue Resolution

- Strategy "Define the Issue"
- Discovery "Assess The capabilities"
- Architecture "Design the solution"
- Construction "Build the Solution"
- Transition "Deploy the solution"
- Sustain "Support the solution"

Quality Assurance
Test Plan, Test Monitor, System Issue Resolution