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.

APPLICATION SERVICES

Emtec provides support and expertise around the entire application lifecycle.

We help clients reduce costs, streamline processes and gain efficiencies through better utilization of their applications.

Our application expertise includes:

- ERP
- HCM
- CRM
- EPM
- BI
- Planning
- Collaboration
- Financial Management
- Application Development, Testing & Support

ORACLE® Platinum Partner

FIRM PROFILE

This Fortune 100 company is a leader in healthcare services, employing over 40,000 employees and providing health insurance services and products in all 50 states. The firm continues to grow nationally and internationally through mergers and acquisitions.

THE BUSINESS CHALLENGE

Due to the firm's various mergers and acquisitions, and a lack of sub-ledger data in OBIEE10g, they accumulated a huge data from disparate sources in multiple data silos.

In order to gain a cross-functional view of all data, several reports needed to be run and stitched together manually. This proved to be a lengthy and tedious task prone to human error.

Furthermore, this data was not readily available to decision makers. They either lacked access or the technical skills required to build reports. This lead to a high dependency on the IT department to convert their business needs into ad-hoc reports in a timely manner.

The use of Excel-based reporting also provided challenges. All calculations in Excel are done at the report level, resulting in repeated manual calculations for each and every report created. These manual processes are prone to human error. Excel-based reporting also tends to be data mining rather than analysis, as large amounts of data from various sources are dumped into Excel for manipulation. The only way to access any changes in source data is to perform another data run- and build yet another report. There was also no ability to drill down into the data if a deeper dive was required, resulting in duplicative reports.

They needed a centralized analytics and reporting system, as the backbone for an enterprise wide BI system. This backbone, with all data silos eventually connected, would provide them with a unified reporting platform.

THE SOLUTION

A cross-functional team comprised of business and IT members, evaluated tools against their collective needs and decided on a single Oracle BI platform, as it offered a comprehensive solution that will grow with their needs and user adoption.

The Emtec team partnered with the firm's IT and business teams to successfully implement and rollout Oracle Business Intelligence Applications (OBIA) against their corporate ERP system (E-Business Suite version R12) with the following modules:

- Financial Analytics
- HR Analytics
- Procurement and Spend Analytics
- Projects Analytics

The project team made sure that business users and subject matter experts (SME's) were involved early and their business requirements shaped the scope of the project.

After a study of the client's needs, it was determined only 5% of reports needed to have real-time data. For the rest, a data warehouse was established to pull nightly data. Additionally, automatic integration with Essbase allowed budget data to be available within EBS.

To ensure end users were able to extract data when needed, the Emtec team provided ease of use and proper end-user training via custom built training material that provided hands on experience to business users with their own data (please reword). Standard KPI calculations ensured that ad-hoc reports can be built with minimal effort.

Finally, a Business Intelligence Competency Center (BICC) was created that included both IT and business to ensure proper change management. The BICC ensures that the right personnel are involved in the development, distribution, and consumption of information in the organization.

RESULTS

The firm now has a centralized enterprise information model that provides a consistent view of data across the whole organization. This scalable solution is designed to grow with the organization.

Common Enterprise Information Model: Provides for a single version of the truth. Data intelligence is built in the core of the application, rather than at the individual reports level, ensuring everyone pulls the same information from the system.

Self-Enabled Business Users: Collaborative training and easy utilization of reporting tools, empowers business users to obtain data on demand.

Executive Dashboards with Mobile BI: eMobile implementation provides up-to-date data for executives on the go.

Business Intelligence Center of Excellence: Ensures the implementation and management of proper processes and procedures for the development, distribution and consumption of information within the organization.

Championing a centralized enterprise model, the firm will continue to enhance and leverage Oracle's BI Analytics platform tool to integrate Oracle EBS, mobile, and non-Oracle EBS data sources to improve dashboard functionality.