

1.1 Case Study : Business Reporting & Customer Information Datamart Architecture Setup & Roll-out for a global technology company

Environment: Oracle8i, Business Objects 5.1, Web Intelligence, Informatica.

1. To scope, define & design a structured & systemized architecture for capturing & reporting Business & Financial

- performance metrics for APJCC
- Evaluate current processes & methodology for capturing & reporting Business & financial performance metrics
- Scope framework for systemized data capture & reporting of Business & financial performance metrics
- Key Areas identified: (1) ABC (2) OPEX (3) Revenue (4) Profitability Analysis
- Define processes, systems & tools for systemized data capture & reporting of Business & financial performance metrics
- Design systems & tools for systemized data capture & reporting of Business & financial performance metrics

2. To scope, define & design framework for building a Customer Information Datamart Architecture for APJCC

- Evaluate current processes & systems for capturing all customer contact information for APJCC
- Scope framework for systemized data capture of customer intelligence data
- Scope for pilot: KL Hub (for actual data capture, UAT & roll-out), but framework must incorporate APJCC perspective
- Define data definitions, DWH structure, data capture processes, business logics & system rules, applications & tools for Datamart.

OBIEE Case Study:

Customer: The End Client is one of the largest Insurance companies in Europe. They have implemented the Oracle Apex for Data Entry and the viewing of a few of the transactional level reports in their organization.

Business Need:

To make the business decision faster, the client wants to build the OBIEE analytical reports to analyse their Payments, premiums and Claims, Pending Claims, Denial Claims etc. For the ease and speed of reporting, they wanted a de-normalised structure of the data design. Also they wanted to integrate Oracle Apex screens with the analytical reports to override the values.

Infomatics solution:

Infomatics handled the project using the proven methodology for implementing Oracle Business Intelligence Enterprise Edition as a solution to their specific requirements. During the project, the following Reports were developed at a high level:

- Payments
- Pending Claims
- Premiums and Claims
- Raw Data
- SLA Reports for Outgoing, Incoming Calls, Incoming Correspondence, Outgoing Correspondence, New Claims etc

OBIEE Case Study:

Client: The Client is a global communications giant company with a passion of being the best and at the top when it comes to performance and customer satisfaction. A very high level of analysis and reporting tools are required for voluminous data. So, the client has decided to move to an efficient reporting tool, which is Oracle Business Intelligence.

Infomatics solution:

- OBI team had to understand the current reporting tool being used (Here Brio Intelligence).

- Migrate the current reports to OBIEE platform.
- Task resolved by the OBIEE offshore team
- A team of 8 members were working off-shore to achieve the same.

Client's Feedback:

Client feedback for the Analysis and Design phase was Excellent. They had clearly appreciated our efforts and outcome of the project.

1.2 Case Study: Data warehouse & Consolidation Report for Asia Pacific Contact Centre

Environment: Oracle8i, BusinessObjects5.1, WebIntelligence, Informatica.

The scope of work included:

Understanding and analyzing User Requirements

Incorporate design enhancement to the Data warehouse

Enhance and modify the ETL

Design and development of the following reports:

DNA Report

Agent Scorecard

Compensation Report – Revenue

Compensation Report – KPI

Reseller Report (RSI)

Campaign Report

Japan Hub Report

Taiwan CC Report

Australian Report

Operation KPI

Agent Direct Report

IDA Reports (Government Accounts)

1.3 Case Study: Global Planning Data Automation

Environment: Oracle8i, BusinessObjects5.1, WebIntelligence, Informatica.

Global Planning Data Automation stores the data pertaining to a demand planner and sales & order system and is a part of Motorola's global Data warehouse Oneview. Oneview is a single window Data Warehouse for all the business functions of Motorola across all the regions. Data from various sources like Oracle ERP; Flat files etc. have been loaded to the DW. Informatica is being used as an ETL tool & OLAP application has been developed using BusinessObject5i.

The roles and responsibilities of Optimum consultants include:

- Interaction with Users.
- Requirement Analysis
- Design of ETL process in Informatica
- Development of ETL process in Informatica
- Design of Business Objects Universes
- Design Review
- Managing security and Sharing
- Testing