

## Case Study



### How Infosys helped its Customers enhance their SAP Business Intelligence capabilities by utilizing Business Objects suite

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#### Abstract

SAP's acquisition of Business Objects (BO) provided an additional capability for all enterprises running SAP Business Intelligence to integrate and exploit the offerings of the BO suite.

In the past couple of years, at Infosys we have had several opportunities wherein we have engaged and worked with many of our clients across industries to lay down the foundations of their Business Objects platform on top of the SAP BI infrastructure with which they have been able to derive substantial business benefits.

In this document we showcase some customer examples of the imperatives behind such transformation programs along with our unique solution proposition and tangible benefits derived by our customers.

# Case 1: State-of-the-art Global Financial Reporting solution for an Agribusiness Major

## Background

An agribusiness customer was looking for a Business Intelligence solution which would form part of a standardized core reporting framework for the top and middle management reporting and also act as a common reporting platform across all the business divisions and geographies, spanning the globe.

As part of this initiative, the two key asks from a technology stand point included:

1. The top level management expected a highly user friendly and interactive set of dashboards while the middle management expected flexible and intuitive ad-hoc reporting.
2. The customer expected to leverage their investments in SAP BW which is their Enterprise Datawarehouse (EDWH) and Enterprise Portals (EP) for the dashboards.

Together with the customer (Business, BI IT and Architecture teams), SAP and Infosys the decision was taken to implement the solution using the Business Objects suite on top of BW. Infosys was involved in this project right from sizing, installation of BO suite, to putting together the design guidelines to the realization and deployment. The solution is currently undergoing user acceptance testing with a highly positive user response.

## Key Challenges Faced

- The SAP Business Objects (BO) toolset was still in a ramp-up mode and not completely stable
- Complex BW data model requirements with heavy query level calculations
- BO pilot implementation was undertaken in parallel with revamp of the global reporting framework leading to lot of rework on BO side
- Implementation of customized charting requirements that were not directly supported by SAP BO WebI
- Performance issues with WebI when large volumes of data was involved

## Mitigation Strategies Adopted

- All unique and complex requirements were prototyped in the sandbox to ensure the feasibility of the solution. These were showcased to the business users to make them comfortable with the tool
- The Infosys BW and BO teams worked closely together to ensure that the best of both the tools could be utilized to meet the requirements
- We engaged and worked closely with a third-party tool provider- 3D Graphics- so that all complex charting requirements could be catered to using a plug-in in the WebI reports.
- A pilot was carried out in the production set-up with live data at an early stage to identify the factors contributing to any performance issues

## Case 2: Automated Reporting Platform using SAP Business Objects Edge for a Small and Medium Business (SMB)

### *Background*

The client is a leader in the market in the design and production of innovative base materials used as the foundation for printed circuit boards. For over two decades, the client has been the preferred laminate supplier to the top performing PCB manufacturers, delivering high quality innovative solutions that minimize costs and cut manufacturing time.

The client was using SAP's WAD for its dashboard requirements and was not completely satisfied with the capabilities and high TCO. In order to transform its dashboard platform it was looking at leveraging the advanced capabilities of XCelsius. In addition, many of the client's business users had been spending hours creating MS PowerPoint/Excel reports at the end of week/month/quarter. The main objective of this transformation program was to save this manual effort and time by creating the documents directly using Live Office.

### *Key Challenge(s) Faced*

- Early adoption of the [Business Objects Edge Series](#) for SMBs without much guidelines and industry experience being available.

### *Infosys Solution*

- Sizing recommendation of Development/Quality and Production BO servers for 150 users including OS, number of CPUs, RAM size and disk space
- Installation of BO Edge XI 3.1 suite including the tools XCelsius, BI Widgets, Live Office, Designer, WebI, Crystal Reports and Monitoring and Broadcasting tools
- Design and development of reports and dashboards using the BO tools
- Reports, dashboards and Live Office PowerPoint slides made available in Quality and Production systems
- Email configuration of BO servers
- An optimized composition with 100% of team at offshore
- Detailed documentation provided to client for all tracks

### *Benefits Delivered*

- There were substantial efforts saving, added flexibility and data accuracy on the new PowerPoints created by the new platform

## Case 3: A large Pharmaceutical Major looking at state of the art operational dashboard

### *Background*

The client is a world leader in offering medicines to protect health, develop vaccines, cure diseases and improve wellbeing. It is divided under different pharmaceutical domains covering healthcare, vaccinations, over-the-counter medicines and spread across the globe with major presence in US and European locations. Client had been extensively using SAP BW and Visual Composer for all Business reporting needs across the globe. These reports and dashboards were completely integrated within Enterprise Portal.

Due to limited Visual composer resourcing and larger maintenance effort and costs linked with the same, there had been a strong demand from the client's internal IT team as well as Business users to come up with a robust and functional dashboard tool.

## Key Challenges Faced

- Diverse systems with an array of different interfaces.
- Customized and demanding UI requirements from business users, challenging the standard product features not available with standard BW tools like WAD and Report Designer
- Capability to provide offline dashboards apart from the regular online version
- Drilldown capabilities within dashboards
- Complete integration of XCelsius dashboards with Enterprise Portal
- Performance Optimization with large datasets being retrieved from BW

## Infosys Solution

- Infosys was involved in several SAP BI/BO and dashboard (Visual Composer and Business Objects) implementations spread across different functional areas like Supply Chain Management, FICO, TechOps and Quality Management.
- Each implementation resulted in development of a consolidated dashboard with snapshots at different levels of data (KPI, regional, periodically) with forward/backward drilldowns required at each level.
- Fully operational offline versions of dashboards were developed and are being used by the business users.
- Complete integration with BEx was delivered using a phased delivery approach.
- As the system matured and with the evolving SAP BI-BO roadmap, Infosys has been involved in delivering integrated solutions based on XCelsius.

## Benefits Delivered

- XCelsius has enabled the client to deploy dashboards with a much improved visualization and flexibility to drilldown to detailed data for the Business users.
- Integration of dashboards with Enterprise Portals has helped in utilizing the existing BW user base within the client organization.
- Offline versions have enabled “On the Go” access of dashboards for the Business users who are constantly on the move.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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