

# InfoSTEP Case Study: Data Warehouse Solution for a Leading Deduplication Storage Company



## Customer Fast Facts

### COMPANY

- Customer is a leading deduplication storage systems company

### TYPE

- Public company

### LOCATION

- Santa Clara, California

### INDUSTRY

- Security & Telecom

### PRODUCTS

- Data-backup
- Disaster-recovery systems
- Data protection
- Backup hardware
- Capacity-optimized storage appliances

### REVENUE

- \$123.6 Millions

### EMPLOYEES

- 435

## Solution - Business Benefits

- Enhanced customer satisfaction in integrating the data from different data sources into several Business Process-Centric Data Marts
- Increased efficiency in accessing the data from the data warehouse based on Strategic, Analytical and operational needs
- Implementation of a robust data warehousing strategy with a defined ROI on customer's SAP Investments
- Greater User adoption of the toolkit and greater self-service

*"InfoSTEP provided us exactly what we needed in terms of a defining a great BI roadmap!"*

*– Allan Rixen, Sr. Director*

## CUSTOMER PROFILE

Headquartered in Santa Clara, California, customer is an expert in deduplication storage systems.

## BUSINESS CHALLENGE

- Lack of a Data Warehouse Strategy
- Lack of accurate enterprise data and information management methods & standards

## OBJECTIVES

- To formulate a Data Warehouse Strategy
- To Facilitate workshops with Key executives and establish the enterprise BI Vision
- Leverage SAP integration tools

## SOLUTION

InfoSTEP with a team of experts facilitated meetings and workshops with Key Executives and established the enterprise BI Vision and championed efforts to reach that vision.

- Led the strategy, development and implementation of an Enterprise Data Model and developed strategy for usage of Operational Data Stores, Data Marts and Universes
- Provided deep expertise in enterprise data and information management methods and standards.
- Proposed and Implemented Enterprise Data Model and best practices in universe design with respect to designing of classes and objects, setting row-level, object level security and performance tuning techniques.
- Developed strategy for usage of Operational Data Stores, Data Marts and Universes
- Creation and distribution of balanced scorecards for Customer Support metrics
- Devised a DW strategy that empowered the Customer to integrate data from disparate data sources (SAP ECC, Salesforce.com, Bugzilla) into several Business Process-Centric Data Marts connected through the Bus Architecture.
- Architected the overall data warehouse design - from conceptual, logical to the physical implementations.
- Performed extensive tuning of the Datawarehouse in Oracle including creating indexes, data distribution strategies, analyzing explain plans and enabling query rewrites.



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A simultaneous pursuit of High Quality and Low Cost in everything we do!

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## InfoSTEP Fast Facts

### EXPERTISE

- 10+ years of Enterprise BI and support expertise
- 5+ years of large scale BI implementations in the Indian market

### LOCATIONS

- USA, Hyderabad, Mumbai, Australia, Dubai

### VERTICAL EXPERTISE

- BFSI
- Healthcare
- Telecom
- High Tech

### STRENGTHS

- Enterprise experience and excellent track record in implementing end-to-end BI solutions
- Methodology driven
- Recognized as SAP Business Objects XI R2 Migration Specialists.
- Best Solution Provider award (Asia Pac) for 2007

### CERTIFICATION

InfoSTEP is an ISO 9001:2008 certified company, certified by ANAB and NABCB.

- Orchestrated the performance-tuning of SAP BusinessObjects servers to ensure a robust data access mechanism to SAP BI.
- Identified and evangelized the right tool from SAP BusinessObjects toolkit for the Business Users to access data from the data warehouse based on Strategic, Analytical and operational needs.
- Engineered the design of exception handling and data cleansing/standardization procedures and business transformation rules and logic for the infocubes in SAP BI.



## About InfoSTEP

InfoSTEP is a global solutions company specializing in Business Intelligence, Data Integration, MDM, and Emerging Technologies. InfoSTEP is a pioneer in providing Business Intelligence solutions across all the segments in the industry. Using a global delivery model and process innovation we provide unique valueInnovation to our customers.



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