

InfoSTEP Case Study

Implementing the Migration Process



Fast Facts

COMPANY

- Founded in 1984, one of the industry leading networking, communications and services company

TYPE

- Public company

LOCATION

- San Jose, CA

INDUSTRY

- Computer Networking

PRODUCTS

- Application Network Services
- Broadband Cable products
- Interoperability Systems
- Internet Operating System (IOS), IOS-XR
- PIX 2 ASA Migration Tool (PAMT)
- Server Networking & Virtualization
- SPA Phone Adapters etc.,

REVENUE

- \$39.540 billion USD

EMPLOYEES

- 66,050

TECHNOLOGY ENABLERS:

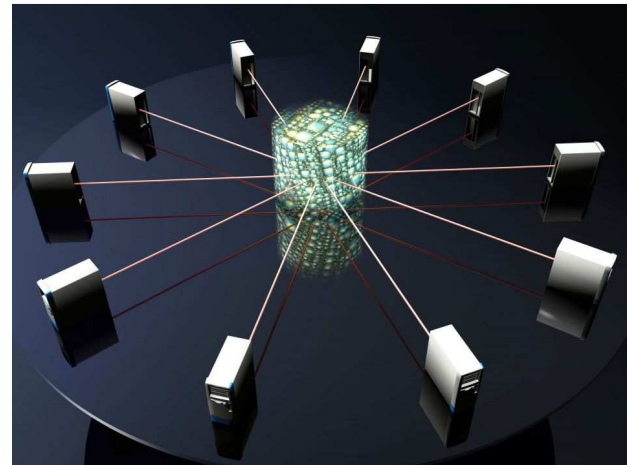
- OWB
- BusinessObjects
- Oracle 11i
- Actuate

CUSTOMER PROFILE

Headquartered in San Jose, California, customer designs and sells networking and communications technology and services.

Business Challenge

- Process changes with Oracle 11i CRM Implementation, migrating from Customized Clarify and Homegrown solutions
- Partner access to information with no/little impact necessary for successful transition
- Address organization structure with regards to acquisitions, aggressive go-to-market strategies and dynamic technology mix



SOLUTION

- Point in Time Data Warehouse solution addressing discrete measurable events and associated metrics
- Transparent rollover of application to Partners with reusable views and predefined tables
- Consolidation of business rules at the database level
- Creation and distribution of balanced scorecards for Customer Support metrics

BUSINESS BENEFITS

- Complete visibility to aggregated and detail metrics
- Ability to publish Partner Metrics within 24 hours of weekly, monthly and quarterly closing
- Auditable and accurate payments to Partners
- Accurate representation of Customer Support metrics by downstream applications

OUR UNIQUE VALUEINNOVATION APPROACH HAS HELPED MANY CUSTOMERS

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

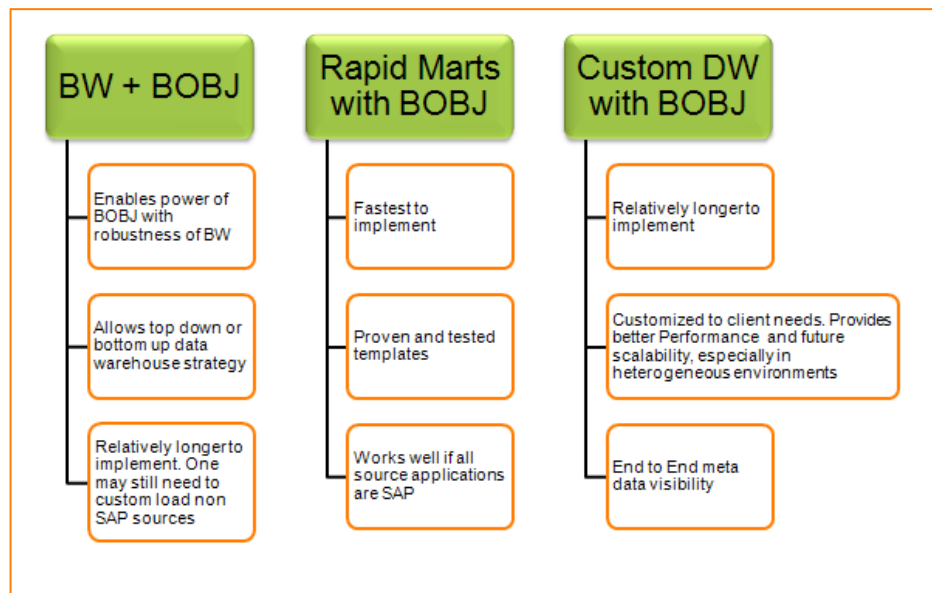
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About InfoSTEP

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.

BI Best Practices



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 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.



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