

InfoSTEP Case Study

Implementation of Enterprise Data Model and Universe Design



Fast Facts

COMPANY

- Client 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

"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, client is an expert in deduplication storage systems.

BUSINESS CHALLENGE

- Lack of a Data Warehouse Strategy
- Lack of accurate enterprise data and information management methods and 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 client 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 Data warehouse in Oracle including creating indexes, data distribution strategies, analyzing explain plans and enabling query rewrites.
- Orchestrated the performance-tuning of SAP BusinessObjects servers to ensure a robust data access mechanism to SAP BI



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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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.

SOLUTION

- Identified and Evangelized the right tool from the 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.

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 their SAP Investments.
- Evangelized the SAP Business Objects toolkit to the end-users



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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