

Developing a Business Intelligence Solution through BOXI

OVERVIEW & BUSINESS NEEDS

The Client is one of the largest service providers in the world and specializes in conference communications. It offers a range of services including audio, event, web, and video conferencing. For expanding its business, the Client wanted to integrate its technologies with its newly-acquired companies to provide a better MIS for the management. Client presented the following requirements to RSI:

- Exposure of Business Object environment for end users
- Scheduling monthly sales reports for more than 1000 customers
- Clustering environment for Business Objects (BOXI) servers
- Creating universe from different data sources (Oracle, Informix, and SQL Server) and club these in a single report to show different trends

CHALLENGES

The objective of creating a consolidated MIS presented the following challenges:

- Creation of customized reports from multiple sources, as per the Client's need
- Automation of routine report (Reducing Man Hour)
- Migration of highly complex dashboard reports

SOLUTIONS

RSI offered solution to the client which included Conferencing solutions and Business Intelligence solutions i.e. BOXI. Our solution included the following key activities:

- Experts in BI/DW consulted for BOXI implementation
- All manual reports converted into WEBI report
- Universe designed from different sources like ORACLE
- Used Informix and SQL Server
- BOXI administered 24/7 to provide Client a secured access

- Xcelsius dashboard reports developed for top management
- RSI provided a web-based reporting on Financial Data
- Mart to analyze sales, performance of Sales Rep's and quality of calls
- Extended testing performed by a group of BA, Architect and Report Developer
- Sr. Management benefited from dashboard reports, which consisted of details about Audio and Video conferencing (Minutes, Revenue, Number of participants, Features used and Products used)

KEY HIGHLIGHTS

- Enhanced capability for forecasting sales metrics
- Star Schema architecture increased the Query performance for Analyzing data from multiple sources
- Efficiency of the report generation capabilities of the system increased by 40%

TECHNOLOGIES USED

- BOXI
- Oracle
- Informix
- SQL Server

KEY HIGHLIGHTS

- Enhanced capability for forecasting sales metrics
- Star Schema architecture increased the Query performance for analyzing data from multiple sources
- 40% increment in the report generation capabilities of the system