centroid

CASE STUDY

Hitachi Computer Products (America) Inc.

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CUSTOMER
Hitachi Computer Products

INDUSTRY
Manufacturing

SOLUTIONS
Business Intelligence

CLIENT

Hitachi Computer Products (America), Inc. manufactures and distributes electronic products and services. It provides data storage systems. The company was incorporated in 1985 and is based in Norman, Oklahoma. Hitachi Computer Products (America), Inc. operates as a subsidiary of Hitachi America, Ltd.

CHALLENGE

Hitachi Computer Products, Inc. had implemented Oracle E-Business Suite and Oracle Business Intelligence with BI Analytics packages (BI Apps) to support their enterprise reporting requirements and were looking to assess what it would take to get the most out of the chosen Oracle reporting solution and ensure that IT continues to deliver value to the business with this toolset.

To assist Hitachi with this strategic effort, Centroid's Oracle BI and technology experts were enlisted in March of 2013 to conduct a current-state assessment of the deployed software solution and to provide recommendations based on the stated Hitachi objectives and industry best practices.

The main goal of this assessment was to offer an Enterprise Reporting Assessment to pave the way for future success and greater return on investment in Oracle BI and reporting technologies by identifying opportunities for improvement that are specifically tailored to the environment at Hitachi Computer Products.

The overall assessment goals are summarized below:

- Review current Oracle BI and reporting infrastructure and environment setup.
- Review current OBIEE repository and ETL design and configuration.
- Review implementation and development standards for the Oracle BI and reporting environment.
- Review current state reporting and analyze sample reports and a variety of ad-hoc requests.

CASE STUDY Hitachi Computer Products Inc.

- Understand Hitachi's key business reporting objectives for both operational and analytical reporting needs.
- Gain an objective assessment of the strengths and weaknesses of Hitachi's Oracle BI and reporting implementation.
- Share best practices for exploiting the implemented Oracle BI and reporting technologies and suggest improvements.
- Recommend optimal enterprise reporting strategy: EBS BI Publisher and BI APPS/OBIEE.
- Recommend standards & approaches for future customization, patching & release management.

SOLUTION DEPLOYED

As the result of a thorough assessment of Hardware, Software, Security, Administration, Development standards and Methodology, Change and Release Management Practices, a number of findings were identified and recommendations were made, explained and documented. Each and every recommendation was prioritized and with this, a High Level Roadmap for implementing the recommendations was traced.

Among the highest priority issues that were identified, one stood out because it was impacting dozens of operational reports which had been implemented with the use of direct queries in the data model repository which was causing the reports to give incorrect results.

Since then, Hitachi Computer Products has engaged Centroid in multiple activities including the implementation of some of the recommendations that were issued in the assessment.

Roll Out of BI Publisher for Operational Reports

- Created BIP data models that support all existing direct queries
- Removed all direct queries from the OBIEE RPD
- Deployed the new BIP reports to the catalog and organized in a unified folder structure.

CASE STUDY Hitachi Computer Products Inc.

Clean Up and User Training

- Performed a thorough clean-up exercise of the existing Presentation Catalog and Repository.
- Provided user training on how to run the BI publisher reports and how to use its different features.

Documentation

- Provided complete documentation of every phase of the project which consists of the following:
    1. BI platform assessment document
    2. Analysis and Design document
    3. Developer guide as per the requirements of Hitachi
    4. Tracker to track all the components in the catalog

BUSINESS VALUE DELIVERED

The solutions provided by Centroid gave huge benefits in terms of both business and maintaining the BI environment. Some of the benefits are mentioned below

- Accuracy, by addressing the issues identified, the reports that were redeployed are giving results which can be trusted.
- Optimization and Performance, gained from the RPD clean-up efforts.
- Reduced complexity and redundancies by identifying common objects in different business models and deploying into a single model.
- Proper organization of catalog after cleaning the unnecessary components from the original catalog.
- Training provided to users on BI publisher and the documentation of every phase of the project.

Customer Benefits Provided by Centroid

- Initial expectation from Hitachi was 75 reports over the period of 6 weeks. Centroid completed all the 259 reports within the same time period along with the documentation and training.

CASE STUDY Hitachi Computer Products Inc.

BUSINESS VALUE DELIVERED CONT.

As part of our approach, we consistently involved the Business Analysts throughout the entire process therefore Hitachi Computer Products (America), Inc. has gained a level of self-sufficiency maintaining their OBIEE with BI Applications environment. The partnership has continued strong with the customer still engaging Centroid for support, guidance and as part of the roadmap that was traced during the assessment phase. This is part of our “Clients for Life” philosophy.