The University of Greenwich, United Kingdom

THE UNIVERSITY OF GREENWICH ENHANCES ENTERPRISE REPORTING

❝❝ The BI project was a huge success and was delivered on time and to the agreed budget. The expertise of the NTT DATA Business Solutions consultants was a key factor in the project running so smoothly. I would say the consultants were some of the best consultants that I have worked with at the University.

Mehmet Batmaz, Enterprise Systems Team Leader, University of Greenwich

Challenges

- An ageing Business Intelligence (BI) platform that was not particularly stable or scalable
- The day to day report generation was particularly labour and time intensive resulting in poor user adoption
- The platform was reaching its end of life

Benefits

- New dashboards and agile visualisations with the latest features and tools
- Streamlined reporting across different areas of the organisation including student records and student applications
- Full Disaster Recovery procedure for SAP BI

Solutions

- SAP BusinessObjects Business Intelligence 4.1

Why NTT DATA Business Solutions?

- Extensive experience in similar BI projects
- Knowledge and focus in the higher education sector
- Proactive SAP BI Support Team
- Comprehensive BI training programme

UNIVERSITY of GREENWICH

Industry: Higher Education
Number of Employees: 2,000
Number of Students: 38,000
Website: www.gre.ac.uk

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The Drive for BI Excellence

The University of Greenwich is a major UK University with over 2,000 staff, 38,000 students and a combination of 11 national and international Partner Colleges. The University has a drive for business intelligence excellence to capture, share and action knowledge in order to support the growth ambitions of the organisation.

Streamline Reporting Across the University

The University wanted to implement a new BI platform to streamline reporting across different areas of the organisation including student records and student applications. As a result, the University approached NTT DATA Business Solutions to review their current BI implementation and supporting Data Services in order to provide recommendations on the best way to proceed. The University also wanted to improve processes with Version Management and Promotion Management, and move to a High Availability architecture by implementing a SAP BI Cluster.

Partnering with NTT DATA Business Solutions

Impressed by their BI expertise and higher education focus, the university switched their support and maintenance to NTT DATA Business Solutions. The upgraded SAP BI suite was then delivered in order to present new dashboards and agile visualisations with the latest features and tools, followed by a training season ticket to access the full range of SAP certified training courses. This would allow the University to learn in greater depth and get the most out of web intelligence and Lumira. The initial project was completed in only 33 days which included NTT DATA Business Solutions building a new server architecture, installing BI 4.1 and migrating content after testing. Phase II then rebuilt and re-implemented their data warehouse.

Today, a total of 3,022 users have been created in SAP BusinessObjects. 3,406 Reports are now regularly run with 2,494 from web intelligence and 102 dashboards. The information is delivered via highly visual dashboards, presenting insight into each school, department and programme. The project also included customisation of unique content and NTT DATA Business Solutions pre-built reports so they could be used with the new dashboard functionality. The project involved setting up three environments for test, production and development as well as implementing full BI lifecycle management. NTT DATA Business Solutions also created a clustered environment with two production environments for failover and redundancy to ensure an effective disaster recovery programme was in place.

Mehmet Batmaz, Enterprise Systems Team Leader, University of Greenwich, commented "The BI project was a huge success and was delivered on time and to the agreed budget. Our BI reporting environment is a mission critical system and used in many of the University's key business processes. It was imperative that this migration project was discreet and had minimal impact to end users, this was definitely the case. The project management and technical teams at NTT DATA Business Solutions did an outstanding job in the planning stages; clearly articulating our options along with associates pros, cons and risks. The NTT DATA Business Solutions consultants are some of the best consultants I have worked with and are clearly experts in the BI space." He continued "The SAP Support team are a real asset with their highly responsive and proactive services. The SAP Support team provide a service that exactly matches the needs of the University in fostering a culture of innovation and teamwork with a passion for business intelligence."

Want to know more?
Do not hesitate to contact us:

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