CASE STUDY

City, University of London, UK

ENHANCING STUDENT DATA INSIGHT WITH SAP® BW

> itelligence* are advising us on the optimisation of SAP and aligning us to the future roadmap. itelligence* understand our organisation, they clearly understand the Higher Education sector and they are now a strategic partner with the university.

Dominic Gaukroger, MIS/Development Manager, City, University of London

Challenges

- Difficulties in recruiting specialist SAP resources
- A small inhouse SAP team struggling to meet the BI requirements of the business
- Difficulties in finding the right skills to optimise the business process models within SAP BW

Solutions

- SAP Support (AMS)
- SAP BW

Benefits

- Data-driven insight through the effective use of SAP BW
- Improved the health and enhanced the usage of the SAP BW system
- Access to a talent tool pool of highly skilled SAP consultants

Why NTT DATA Business Solutions?

- Depth of experience within Higher Education
- Wide range of specialist SAP functional expertise
- Advisory services that presented clear road maps

Organisation: City, University of London
Industry: Higher Education
Services: City, University of London is a leading global university committed to academic excellence, focused on business and the professions and located in the heart of London.

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions

SAP Platinum Partner

NTT DATA
Trusted Global Innovator

18,278 students

An Outstanding Global Reputation

City, University of London is home to students from over 160 countries who benefit from their internationally renowned experience of more than one hundred years' research and education. The university is an independent member institution of the University of London. Established by Royal Charter in 1836, the University of London consists of 18 independent member institutions with outstanding global reputations and several prestigious central academic bodies and activities.

Insight into Analytics and the Role of BI in Data Warehouse Design

City, University of London uses SAP Business Warehouse (SAP BW) to support management decision making. The benefits that SAP BW can bring are endless for City, University with student data being an integral part of reporting. With significant reasoning behind the need for SAP BW, there was also a strong requirement for the university to seek additional specialist support for their SAP BW environment. NTT DATA Business Solutions were selected by the university to provide an AMS Service and Service Delivery Management. They were initially engaged for SAP BW support, but over the course of the past year, we have provided SAP Basis guidance and support. Additionally, we now help the university with other SAP modules, being SAP FICO, SD and MM. Dominic Gaukroger, MIS/ Development Manager, City, University of London commented, "We had experienced challenges around the recruitment and retention of skilled SAP staff which did impact our ability to provide a consistent service to our customers. Our support partnership with NTT DATA Business Solutions has helped us to overcome these challenges. Although we do have in-house expertise, this is concentrated in a small team and we now have an extended support partnership that mitigates against a single point of failure."

Accessing SAP Knowledge

We assigned an experienced service delivery manager who helped drive BW forward with a strategic support plan and ensured the SAP BW system was fully optimised. Dominic commented, "We are able to draw upon the knowledge and skills of a pool of highly experienced consultants which enables us to define and implement solutions with a higher degree of accuracy and agility than we have been able to do previously. The Service Delivery Manager provided a smooth contractual change to the renewal of the AMS contract to allow the university to benefit from a single service-level agreement and a more cost-effective AMS delivery." Having previously struggled to recruit and retain skilled SAP staff, NTT DATA Business Solutions' support solution has enabled the university to provide a more consistent service to their customers." Dominic continued, "The implementation of SAP BW allows the university to quickly identify any rogue or bad data and keep student records up-to-date and accurate."

> We have improved the health of our SAP BW system, aligned our IT landscape, and recreated it in a way that meets our current requirements. This has been achieved by improving data load operations and designing enhanced training to make better use of SAP BW.
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> Dominic Gaukroger, MIS/Development Manager, City, University of London

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