John Lewis, London, UK

DRIVING INSIGHT WITH BUSINESS INTELLIGENCE

> The SAP® BI 4.2 upgrade at John Lewis was a huge success. The programme to upgrade was facilitated by itelligence* and their partners. It was delivered on time and on budget. The system is fully bedded in and the feedback from end users and senior management is positive. A fantastic achievement!

James Relph, BI Business Analyst, John Lewis

Challenges

- To implement a fully supported, SAP reporting platform in time for Christmas 2016 peak trading
- To provide a solid foundation for John Lewis's Five Year BI programme
- To deliver the latest features and new BI tools
- Comply with strict management reporting deadlines from day one

Solutions

- SAP BusinessObjects Business Intelligence 4.2
- GB&Smith 360 Suite

Benefits

- Access the latest SAP BusinessObjects™ tools such as SAP Lumira®, SAP Design Studio and SAP BI Launch pad
- Improve user experience for business intelligence and reporting
- Adapt licence model to allow scalability

Why NTT DATA Business Solutions?

- Capability to seamlessly upgrade SAP system
- Long track record of helping companies implement and upgrade SAP
- Extensive experience of managing digital transformation programmes
- Industry knowledge and high level capability of implementation team

John Lewis

Company: John Lewis
Industry: Retail
Overview: John Lewis has grown to become the largest omni-channel retailer in the UK and a growing online business.
Number of employees: Over 91,000 partners own the business
Turnover: £8.7bn
Website: www.johnlewis.com

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

NTT DATA Business Solutions

SAP Platinum Partner

NTT DATA
Trusted Global Innovator

37,617 SAP Business Objects Web Intelligence Reports

Upgrading John Lewis to BI4.2

"We needed to provide John Lewis with a solid foundation for our five-year BI programme and deliver the latest SAP BI Tools" said James Relph, BI Business Analyst, John Lewis. "It is important that we embrace the latest and most up-to-date SAP solutions to maintain our sales growth and competitive advantage."

James knew the importance of selecting the right partner for the upgrade project. Commenting on this he said, "I have partnered with NTT DATA Business Solutions before and am fully aware of their knowledge, capabilities and professionalism. The timescale for this project was very strict and there was no room for error, with the peak trading season fast approaching. The risks were high and we needed a partner who could be relied on, NTT DATA Business Solutions were the natural choice."

Rapid Implementation

The project went very smoothly, James recalls. "NTT DATA Business Solutions produced a migration assessment document and proposal for migration. A comprehensive implementation document was produced which included: migration assessment, current architecture, proposed architecture migration approach, schedule of engagement and project plan."

John Lewis now have a far improved BI user experience with access to the latest SAP BI features and they are able to add users to their BI structure without scalability problems due to their new SAP licence model. In addition, John Lewis have access to a number of complimentary tools that streamline the administration of the SAP BusinessObjects Platform. The tools from GB&Smith help reduce operational costs, ensure optimum environment stability and automate tasks in SAP BusinessObjects. Additionally, the BI tools helped to successfully migrate John Lewis to BI4.2 in a shorter timeframe and at less cost. This ensured the BI platform was in place well before the peak trading season.

Impressive New Tools

"Leveraging the long-standing partnership with GB&Smith and NTT DATA Business Solutions, the 360 Bind solution was particularly useful", James commented. "We had 37,617 BusinessObjects web intelligence reports, 150 SAP BusinessObjects universes and 4,367 users to migrate. We also had to validate the universes and restrictions, connections and security model before we migrated. We used 360 Blind to compare the XML outputs with regression testing of webi reports - making transfer far quicker and with a high degree of confidence."

"360 Eyes is also an excellent tool for monitoring what is happening across the system. It allows proactive tracking of who is using the system, when and what they are doing. We also use it to conduct the BI 4.2 audits and it gives us excellent CMS reporting. There are also pre-built reports to drive action, which include webi, CMS, universe and compliance" commented James. He continued. "360 View allows us to do CMS upgrades with bulk updates. The information security tools within 360 View are also very important to us."

James concludes "The management and users were really impressed with NTT DATA Business Solutions and the SAP BI 4.2 upgrade. We have to keep moving forwards and with NTT DATA Business Solutions, we have a partner whom we trust to help us find the most cost-effective and efficient ways of gaining data-driven insight and delivering real value to the business."

> **"** The team from itelligence* were very helpful. Their knowledge, capabilities and experience ensured our strict time line was met with excellent results.

James Relph, BI Business Analyst, John Lewis

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