

The University of Greenwich, UK

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 itelligence consultants was a key factor in the project running so smoothly. I would say the itelligence 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 itelligence?

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

38,000
students



3,000+
BI users

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 itelligence 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 itelligence UK

Impressed by their BI expertise and higher education focus, the university switched their support and maintenance to itelligence. 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 an itelligence 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 itelligence building a new server architecture, installing BI 4.1 and migrating content after testing. Phase II then re-built 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



We now have far better performance from our BI platform with enhanced dashboard reporting and we have scaled up to more than 3,000 users.

Mehmet Batmaz, Enterprise Systems Team Leader,
University of Greenwich

dashboards, presenting insight into each school, department and programme. The project also included customisation of unique content and intelligence re-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. itelligence 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 itelligence did an outstanding job in the planning stages; clearly articulating our options along with associates pros, cons and risks. The itelligence consultants are some of the best consultants I have worked with and are clearly experts in the BI space." He continued "The itelligence 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."



UNIVERSITY
of
GREENWICH

Organisation:
The University of Greenwich

Industry:
Higher Education

Overview:
The University of Greenwich is one of the leading Universities in London - the largest in the capital by student numbers, the best for teaching excellence according to The Sunday Times, the greenest in the country as assessed by the People & Planet Green League Table, and our research has been adjudged by our peers to be world leading.

Number of Employees
2,000

Number of Students
38,000

Website:
www.gre.ac.uk