

Summary & Highlights from Mastering Business Objects 2009

Joshua Fletcher

Senior Business Intelligence Consultant

Agenda

- Who are CSG?
- MBO 2009 Details
- SAP BW + BusinessObjects (Simon Terry)
- Dashboard Solutions (Erica Lailhacar)
- BI Competency Centers (Timo Elliott)
- Conclusion



Who Are CSG?

- Leading full service Australian ICT organisation with end to end capability to deliver integrated and innovative technology solutions
- Employs over 900 staff Australia wide and has a truly national footprint
- National Business Intelligence practice using SAP BusinessObjects certified and highly experienced consultants



MBO 2009 Details

- 25th and 26th May 2009 @ Manly Pacific Hotel, on Manly Beach in Sydney
- Three separate session tracks over two days
- Presenters included Dave Rathbun, Timo Elliott and Peter O'Donnell
- MBO 2010 is already being organised (<http://www.masteringbusinessobjects.com>)

Orica's Experience with SAP + BO

- Presentation by Simon Terry, BI Analyst at Orica
- Wanted to utilise existing SAP BW 3.5 cubes with BusinessObjects Enterprise XI R2
- Polestar filled the need for zero-training analysis tool
- Used existing investment in universes so easy rollout of Polestar



Examples

Items to Select

Search

(Showing 1 To 6 Of 7 Suggestions)

Measures:

- Gross Margin - Bud (AUD) (SUM)
- Gross Margin - Act (SUM)
- Gross Margin - Act (AUD) (SUM)
- Sales quantity - Bud (SUM)
- Sales quantity - Act (SUM)
- Sales quantity (ex: OSEIS) - Bud (SUM)
- Sales quantity (ex: OSEIS) - Act (SUM)
- Net Sales - Bud (AUD) (SUM)
- Net Sales - Act (SUM)
- Net Sales - Act (AUD) (SUM)

| Region | Fiscal year Key | Product Family | Sub-Region | Prod hierarchy | Country |
|------------------|-----------------|----------------|----------------------|---------------------|----------------|
| North America | V9/2008 | COMP ACCES | USA | Iken Dets | USA |
| Australia / Asia | V9/2007 | DEBS IKON | Australia & NZ | Accessories: IKON | Australia |
| Latin America | V9/2009 | DEBS UNI | Canada | DEBS UNI 500 | Canada |
| EMEA | V8/2008 | Net assigned | South | Access: UniTrosic | Chile |
| | | | North | Not assigned | Mexico |
| | | | Central | Iken Dets: XT | New Zealand |
| | | | Asia | DEBS IKON RX | Brazil |
| EMEA | V8/2007 | Net assigned | Europe | Electron Dets: Iken | Argentina |
| | | | Nordics | UniTrosic Det: 235 | Singapore |
| EMEA | V8/2009 | Net assigned | Middle East & Africa | UniTrosic Det: 335 | India |
| | | | Turkey + | DEBS OSEIS STD | Not assigned |
| | | | CIS | DEBS EDEV STD | Austria |
| EMEA | V8/2008 | Net assigned | CIS | DEBS IKON SPEC... | Germany |
| | | | | UniTrosic Det: 215 | Sweden |
| EMEA | V8/2007 | Net assigned | CIS | UniTrosic Det: 215 | Spain |
| | | | | | United Kingdom |
| | | | | | more... |

Visualize the Data

Gross Margin - Bud (AUD)

Display: Region | Fiscal year Key | Product Family | Sub-Region | Prod hierarchy | Country | Customer

Show: 4 | Show All

| Region | Gross Margin - Bud (AUD) |
|------------------|--------------------------|
| Australia / Asia | 572,999,330 |
| North America | 400,000,000 |
| Latin America | 350,000,000 |
| EMEA | 100,000,000 |
| Total (4) | 57,299,330 |

Orica's Lessons Learnt

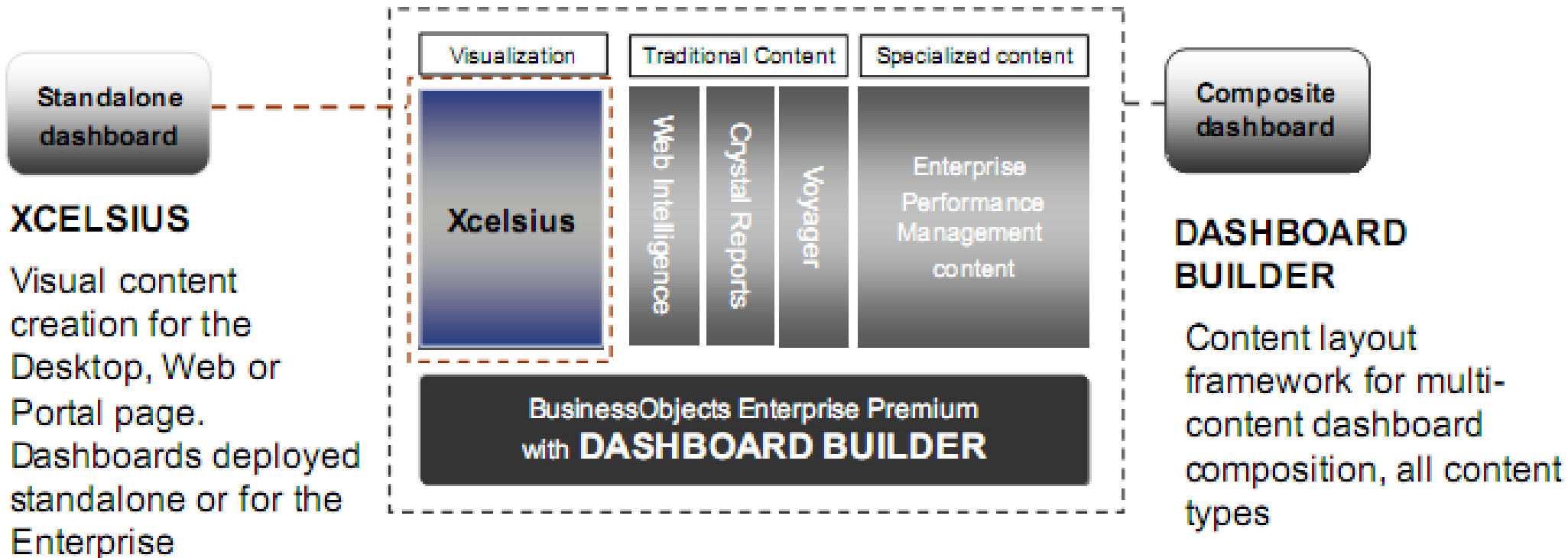
- Build BW universes off queries, not cubes
- Use the functionality within InfoCubes and queries to maximise your universe
- OLAP universes do not handle hierarchies very well
- Many of the normal universe designer options are not available

Dashboard Solutions

- Presentation by Erica Lailhacar, Senior Product Manager, SAP BusinessObjects
- Focus on Dashboard Builder vs Xcelsius in XI 3.1 and future roadmap
- Some questions from users about which product to use



Xcelsius vs Dashboard Builder



Dashboard Builder Examples



Key Message

- Decide to use either Xcelsius standalone, or Xcelsius combined with Dashboard Builder
- Not Xcelsius or Dashboard Builder
- Products are complementary, not exclusive



New Features and Announcements

- New: Interportlet Communication Framework to enable communication between different components
- Go-forward visualisation solution is Xcelsius
- All universe analytics in Dashboard Manager will be deprecated post-XI 3.1 (ie charts and gauges)
- Recreate in Xcelsius



BI Competency Centers

- Presentation by Timo Elliott, Senior Director for Strategic Marketing, SAP BusinessObjects
- Single toolset != best practice (one universe per report?)
- BICC's are an essential step towards more strategic use of information throughout the organisation

Definition of a BICC

- The Business Intelligence Competency Centre joins the skills, resources and experience of both Business and IT to achieve the common goal of the enterprise: fast, accurate business intelligence.
- It is a cross-functional team with specific tasks, roles, responsibilities, and processes for supporting and promoting the effective use of Business Intelligence across the organisation.

Benefits of a BICC

- Increase business satisfaction
- Provide flexibility and control over a stable information and reporting platform
- Increase usage of BI across the organisation
- Improve the quality of BI initiatives
- Improve cooperation and support with the business

Inappropriate Organisation

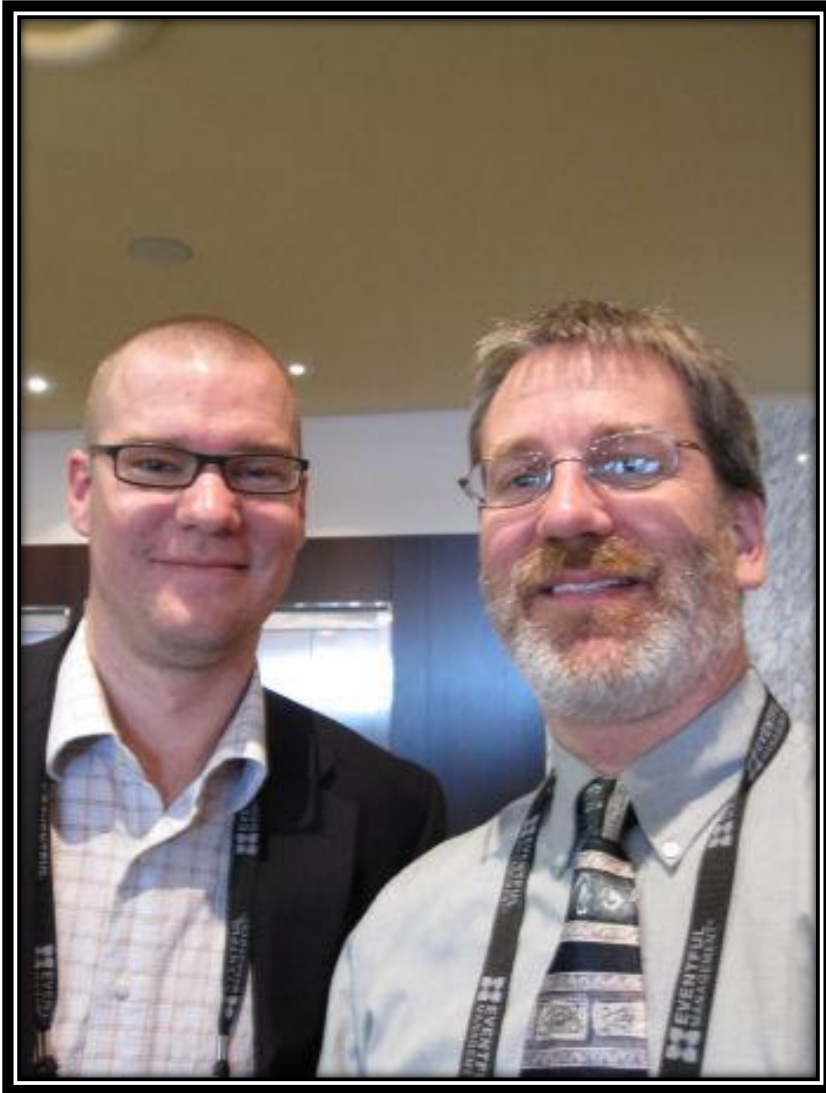


Key Tips

- Fund centrally, use incentives so value is felt
- Avoid giving business units any incentive to 'do it themselves'
- Standards must have teeth, or they won't remain a standard
- In SMEs/government, aim for a 'bang for the buck', like a dashboard project
- More info @ www.timoelliott.com



Conclusion



Contact me on..

- josh.fletcher@csg.com.au
- twitter.com/joshyf
- geek2live.net