

Upgrade Enables Financial Information Services and Commercial Printing Company to Plan and Budget Faster and with Lower Risk

Keane upgraded client to the latest version of SAP BusinessObjects Planning and Consolidation, significantly enhancing reporting capability without disrupting operations.

Abstract

Our client is a 200 year old financial information services and printing company. The client decided to upgrade their OutlookSoft application to the latest version of SAP BusinessObjects Planning and Consolidation (BPC) to take advantage of new product functionality and ensure continued software support. The client also wanted to significantly redesign their financial reports for performance and usability purposes. Concurrent with this, the client was in the process of being acquired by another firm. As a result, the enterprise required that work be completed with minimal disruption and attention from staff.

Challenge

Founded in New York in 1775, our client is a financial services and commercial printer with 2,800 employees in 50 locations worldwide and revenues of \$676M USD. The market for its services had been negatively impacted by the tight economy, foreign competition, and rising paper and labor costs. To operate within such a business climate, vigilant financial planning and budgeting is essential. An additional consequence of these industry trends was a continuing consolidation of firms within the business sector.

Although previously satisfied with its existing Outlooksoft application, the size of the system combined with the age of the hardware was beginning to erode

Why Keane?

- » **Experience:** 40 plus years of delivering enterprise application solutions and superior customer service to large companies around the globe.
- » **ShoreWise Adaptive DeliverySM:** The smartest combination of resources and locations to meet your changing needs.
- » **GAAP and IFRS Compliance:** Ensures that your organization meets and maintains globally accepted accounting standards.

Application and Infrastructure Solutions

Keane Client Story:

Industry: Financial Services

Offering: EPM/GRC | SAP BusinessObjects Planning and Consolidation System Upgrade



performance for the business users. In addition, our client was faced with the prospect of losing software support for its solution. In order to take advantage of the latest technology and functionality, our client made the decision to upgrade to the latest version of SAP BPC.

Concurrent with this effort, our client was in the process of being acquired by its largest competitor, which was consuming most of the financial department's time. Our client needed a one-stop implementation partner that could install the software, provide training, and quickly upgrade the application with minimal reliance on in-house finance and IT resources.

Solution

Keane's Global EPM/GRC practice provided our client with unique upgrade tools, detailed expertise with the custom software components, and certified training consultants that improved their solution without impacting staff productivity during the upgrade project. Keane also refined the existing application to increase performance and enhance the end user experience for their reporting and planning duties.

Keane was able to adopt an implementation strategy for our client so that scarce client personnel time was minimized. For example, Keane provided immediate software installation on a virtual development and production server environment via remote connection to minimize expenses and to start the implementation ahead of

schedule. A certified SAP BPC trainer provided Keane's administrator "boot camp" training, and local senior-level consulting resources worked onsite in parallel with the training to kick off the implementation. In addition, Keane furnished complete data validation services and reconciliation reports that eliminated the need for the staff to manually tie the data between the old and new versions and conduct expensive and time-consuming user acceptance testing.

In addition to upgrading the system, Keane's BPC experts reviewed the existing application to apply best practices and performance enhancements to our client's reports and input templates, calculation logic, and schema organization. Some custom scripting that was required in Outlooksoft was eliminated or tuned, greatly decreasing calculation times.

To deliver the upgrade in a timely manner, Keane used a customized approach based upon SAP's ASAP methodology, and incorporated their own implementation tools, programs, and templates. As part of this effort, Keane's project team leveraged SAP's automated BPC upgrade software tool, which automatically converts the legacy Outlooksoft database into the new BPC schema. This tool reduced the implementation time of the upgrade by over 50 percent. Since the automated upgrade tool worked against a database backup, there was no need to load and recalculate metadata and data, eliminating the potential for errors due to manual calculation, aggregation, and currency translation.

Why Keane?

- » **Post Go-Live Support:** Comprehensive post go-live support packages tailored to meet your needs.
 - » **Hosted EPM Solutions:** Full solution hosting with managed 24x7 support and administrative services.
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Results

Keane's upgrade implementation strategy at our client's company ensured that they received all the added functionality and features of the latest version of SAP BPC with minimal reliance on client technical resources or staff.

For this financial information services and printing company, Keane was able to:

- » **Complete the upgrade two weeks ahead of schedule and 10% under budget:** By executing the Keane upgrade implementation methodology for BPC and using the SAP BPC upgrade tool.
- » **Provide added features and benefits:** Including faster response time, enhanced security, greater flexibility, and an audit function. The team also significantly enhanced reporting by converting to the EVDRE framework and rewrote all SSIS packages.

- » **Supply a completely upgraded, virtual production and development environment:** Without interrupting existing financial reporting and planning processes or M&A activity.
- » **Improve application calculation performance by approximately 25%:** By optimizing the database and streamlining the custom script logic.
- » **Reduce maintenance processing time and ease future upgrades:** By utilizing the new version's capabilities and eliminating unused records. The new application processes 87% faster. The new system is also 100% SOA which will ease future modernization efforts.

Keane's proprietary upgrade implementation methodology delivered the solution ahead of time and under budget, while improving application performance by 25%.

About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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2011_01-CSS-Budg_Fast-v1