

Optimized BI Enables Leading Aerospace Parts Manufacturer to Hold Steady During Economic Slump

Keane enhances BI access and reporting, enabling manufacturer to manage costs and expenses in a difficult climate

Abstract

This leading aerospace parts manufacturer had implemented an SAP BusinessObjects BI solution for enterprise reporting. However, availability to company data for mining and reporting was often a concern due to back-office processing and other issues. Keane revamped the company's BusinessObjects solution, increasing availability to 99% consistently while improving the quality of BI reporting. This improved access to information enabled business leaders to make more informed decisions regarding inventory, production, and cash flow.

Challenge

For manufacturers, meeting performance goals requires access to accurate, timely, and reliable data about

inventory, production, and sales. With the economic recession hitting manufacturers particularly hard, access to such data consistently and reliably has been paramount. In 2006, the availability of performance data at a leading aerospace parts manufacturer was as low as 60%.

Availability had to improve for this manufacturer to make the right strategic decisions at the right time. The manufacturer needed a partner who could optimize its existing SAP BusinessObjects solution to improve data availability, enhance BI reporting, and provide support to its global business users in various functional areas, such as supply chain, finance and accounting, sales, production planning, and engineering. Equally important was strict data security and confidentiality, given the importance of intellectual property and the company's client base.

Did you know?

This global manufacturer leverages Keane's ShoreWise DeliverySM model across multiple time zones using onsite, nearshore, and offshore resources to:

- » Ensure 24/7 system and user support
- » Lower IT costs
- » Maintain data security by restricting access to confidential data to US-based teams

Application and Infrastructure Solutions

Keane Client Story:

Industry: Manufacturing

Offering: Enterprise Application Services | Business Intelligence Operation



Solution

Keane provided end-to-end application enhancement as well as operate and maintain (O&M) support for the client's SAP BusinessObjects BI solution.

Keane's O&M model consists of 24 x 7 levels 1, 2, and 3 support to more than 5,000 global business users across various functional units, such as sales, purchasing, inventory, production, delivery, environmental health and safety, and revenue. This also included developing BI reports that enable users to access information needed to make decisions in all areas of the supply chain.

Keane's scope included managing and supporting processes to extract, transform, and load (ETL) data from various enterprises sources, including SAP and various legacy systems into the client's data warehouse.

To address the data availability issue, Keane developed a custom operations monitoring and management dashboard (OMMD) application that helped track data warehouse processes and sub-processes in real time thereby reducing failures and recovery time.

Keane also gave OMMD a mobile interface so senior and mid-level managers can get real-time status updates on data loads and report availability using their Blackberries.

Keane placed BI teams in the US and India, enabling business users to work directly with their local BI consultant. By leveraging Keane's ShoreWise DeliverySM model in this way, our client saw an improvement in overall report turnaround time.

Results

With better business intelligence, this manufacturer was able to overcome investor concerns regarding the company's ability to perform during the recession. By making the right decisions at the right time the company was able to:

- » Reduce inventory by 15% in line with dipping sales and hold flat its margin rate
- » Invest in new products and manufacturing locations
- » Meet strict product quality and delivery standards

Keane improved this manufacturer's business intelligence by:

- » **Improving data warehouse availability from 60% in 2006 to 99% in 2010.** Keane's custom OMMD application enabled BI and infrastructure teams to make the necessary system, storage, and personnel changes that helped identify bottlenecks and create early warning signals to avoid system crashes.
- » **Increasing the reporting window.** By continuously optimizing data loads, Keane helped increase the reporting window so business users had more time to use the reports they need to make key decisions. Data load run time was accelerated by 22% in 2010 compared to 2009 even though there was a 700% increase in the amount of data collected.

Keane is helping to maintain this aerospace manufacturer's critical business system by supporting a data warehouse of over 7 terabytes accessed by over 5,000 users, who execute more than 30,000 reports per month across 1,600+ geographical locations.

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- » **Keeping intellectual property confidential.** By segregating the monitoring data from physical data, confidential IP was kept confidential and maintained within required borders.
- » **Improving operational efficiency.** By leveraging OMMD, Keane was able to reduce and better manage failures, improve recovery time, predict problems with greater accuracy, and provide an evolving solution library to shorten issue-resolution turnaround time.
- » **Streamline communication processes.** With Keane's Web-based OMMD application, managers, directors, and the business and IT community now have access to high-level status about data loads and availability in real time — a challenge for any big data warehouse system.

Going Forward

Next for this manufacturer and Keane's BI team is improving product performance and efficiency. By working with Keane to implement a system that will capture and analyze production process data, our client will be able to optimize its processes to create better-quality materials and reduce rework.

Keane is also helping the client continue to lower operation and maintenance costs while improving data access through data warehouse consolidation and data archival activities.

About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 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.

Visit www.keane.com to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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