



Introducing SAP Business Objects 4.0 – Reporting and Ad-Hoc Analysis

Management Summary

Goals

- ... Implement a BOE 4.0 infrastructure
- ... Integrate the reporting solution with the existing SAP BW 7.0 system
- ... Establish data models for flexible ad-hoc reporting
- ... Implement the required reports
- ... Coach end users

Approach

- ... Select tools to suit customer requirements
- ... Systematic recording and analysis of company data
- ... Plan and design the server landscape

Result

- ... New BOE 4.0 infrastructure integrated into the existing system landscape
- ... Flexible reporting solution displaying real-time company data
- ... Standard and ad-hoc reports generated by the Web Intelligence front-end tool.

› Background

Analyzing growing volumes of key company data, and using these analyses to make vital decisions are just some of the central challenges facing today's companies. A strategic goal for many businesses is to establish infrastructures and business intelligence (BI) processes. In most cases, the main focus is on flexible reporting – as demonstrated in this project by mayato.

Despite a number of existing IT systems and in-house analysis tools, the company lacked both a clear reporting strategy and the right tools to support standard reporting and ad-hoc queries. Following a needs analysis, the first task was to identify appropriate products in the BI market, and select the future reporting tool.

› SAP BO Front-End Tool: Selection

In view of the company's overarching SAP strategy, the BusinessObjects suite of tools were a clear favorite right from the start. After comparing the various SAP tools – as well as tools from other software providers – the final choice was made for SAP BusinessObjects Web Intelligence, version 4.0.

“Web Intelligence has a Web-based, interactive and intuitive user interface, integrating seamlessly into existing SAP landscapes, which suits both end users and the IT team.”

*Stan Levchenko
BO expert, mayato GmbH*

The solution was selected using the tried and tested Requirement Engineering for BI Applications model from mayato, which analyzes the typical tasks of a company's end users to identify the relevant requirements, and determines how these can be covered using a broad selection of tools (see www.mayato.com).

Introducing SAP Business Objects 4.0 – Reporting and Ad-Hoc Analysis

› Technical and IT Concept

The technical concept was devised alongside the tool selection. The concept was developed bilingually (German/English) in order to involve both the German and international end user groups.

The content-specific, functional, and visualization requirements outlined in the technical concept formed the basis for creating reporting data models in SAP BW, designing the individual reports in Web Intelligence, and for the technical implementation and configuration of the entire BI landscape including BusinessObjects 4.0 server components.



› Installing the System Landscape

In the course of installing and customizing SAP BusinessObjects 4.0, and integrating it with the existing SAP BW solution, various challenges became apparent as it emerged some standard documentation was still not available. For example, SAP had still not provided any reliable recommendation regarding the BOE 4.0 server sizing. Furthermore, SAP documentation for integrating the solution with SAP BW 7.0 focused on versions running Enhancement Package 1, which is not strictly necessary for BO 4.0, and was not installed in the customer system. And since Version 4.0 was still in its ramp-up stage at the time of the project, various technical bugs of varying severity also caused problems. Thanks to mayato's excellent relationship with SAP, however, and the depth of experience of mayato consultants, the project was able to remain on schedule without any delays.

An authorization and user management concept was established according to the security requirements of the customer and needs of the IT department. Single sign-on (SSO) authentication was chosen, which allows users to log on to the system once, and access Web Intelligence and SAP BW without further log ons. The LDAP protocol was used to integrate with user management. The necessary user permissions also had to be set up in SAP BW to ensure users were able to access the relevant data.

„Installing the system landscape posed a number of challenges, none of which were insurmountable thanks to our excellent relationship with SAP and the wealth of experience of our SAP and BO experts. Our customer now has a perfectly tailored reporting solution seamlessly integrated with BW.”

*Dr. Marcus Dill
CEO, mayato GmbH*

A transport management system based on SAP BO LifeCycle Manager and CTS+ including version management (sub versions) was implemented to support the deployment of developments.

› Creating Ad-Hoc Data Models and Standard Business Reports

In order to guarantee flexible ad-hoc reporting that permits the widest range of queries and delivers reliable data, we provided a carefully designed data model. With over 100 fields, the customer received an extensive, well-designed data model comprising multiple InfoCubes, comprehensive master data, and numerous hierarchies that were made available to analysts via the relevant MultiProviders. In addition to the technical requirements, priority was also given to performance and data management aspects, while standard and ad-hoc reports were generated and tested in Web Intelligence at the same time. Rapid user feedback was sought to help ensure the highest possible report quality, and to minimize the time needed for post-installation adjustments. The unavoidable iterations of the report designs were taken into account during the project planning.

Since the intended ad-hoc end users were involved early on in the process, they were trained in the technical and practical aspects of the system. This meant that subsequent training was only required on specific points.

› mayato Expertise

With their wealth of experience, mayato consultants understand how to efficiently transform Customer Relationship Analytics data into knowledge and facts. When it comes to deploying complex data analyses and making practical use of the latest data mining methods, you can rely on our specialist expertise. And of course, we are also there to support you with the simpler processes such as statistical evaluations and reporting.

With our deep operational and statistical insight, we will gladly support you throughout the entire analysis process – from target setting and identifying analytical touchpoints, right through to data mining, analysis, and interpreting results. Our aim is to give you the skills you need to deploy the solution at a practical level, and ultimately to manage future scenarios independently.

mayato offers a complete package of services for the installation and operation of business intelligence solutions. These services include architecture and design, data warehouse modeling, BI project management, roll-out strategies, and application support.

Where necessary, we can provide you with one-stop IT services to help manage the typical processes of an analysis project such as data provision and preparation – at a fixed price if required.