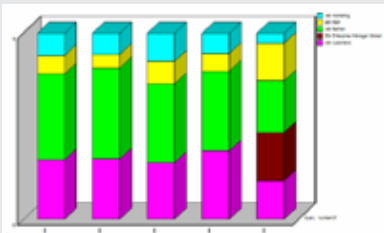




A large multi-national corporation deployed BusinessObjects to 300 users in order to provide business intelligence against their corporate data warehouse.

They soon started to experience poor response times and inaccurate data.

Through using Enterprise Manager, they were able to determine the causes of their problem.



New BusinessObjects Deployment Experiencing Poor Performance: Saved by Enterprise Manager

The Challenge

The initial BusinessObjects Universes and Reports deployed were enthusiastically received by the users, but this quickly turned into discontent when they encountered slow response times and inaccurate data. The group responsible for the data warehouse had to find a solution fast.

They tried:

- User Interviews
- External Consultants
- Database Tuning

But, still, the problems persisted.

The Solution

Finally, they realized that they could only improve the situation if they understood how people were using BusinessObjects. They needed a tool that could monitor the usage of BusinessObjects, and they found Enterprise Manager.

Once Enterprise Manager was deployed, they were able to quickly determine the following facts:

- ▲ Only about 10% of the users were “Active Users”
- ▲ Many objects defined in the Universes were “not used”

However, the biggest benefit was when they identified the individual Reports with bad response times. By tuning the Database, the response time improved tremendously as the number of “Active Users” started to increase.

After 12 months of Enterprise Manager utilization, they noticed that out of the 300 users, only 240 were actually using BusinessObjects. Based on these findings, the remaining 60 users were either retrained or their licenses reassigned to other users.

The Audit Log from Enterprise Manager provided a major source of key information that was used to successfully redesign the Data Warehouse.