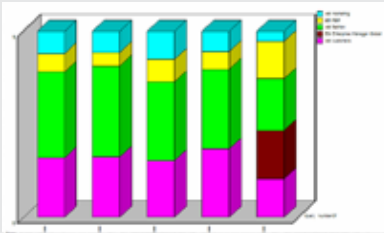




**A** local Utility Company in Switzerland had a 7-year-old implementation of BusinessObjects when a new person was placed in charge of the deployment. With a limited understanding on what was being used and who was actually using the product, they turned to Enterprise Manager to find the answer.



## Swiss Utility Company Improves Business Intelligence Deployment through Enterprise Manager

Enterprise Manager was deployed, for a 90 day period, to monitor all users who had BusinessObjects installed.

The objective of this initial audit was to seek answers to questions about the usage of BusinessObjects, including:

- Who are the Active Users?
- Which are the Active Universes?
- Broadcast Agent Usage
- License Compliance

The initial audit provided answers to all these questions. With this information in hand, they concentrated on the main users and universes to identify areas for improvement.

Once Enterprise Manager was fully deployed, and monitored daily, they found the following:

- ▲ Only 50% of the users were actually using the tool
- ▲ 10% of the users never refreshed any reports
- ▲ Some Universes had up to 80% of the objects unused
- ▲ Users sessions in excess of 20 hours: users were not aware of the Broadcast Agent feature (scheduler) and the database was not optimized to its highest level.

However, the biggest benefit was when they identified that one application using BusinessObjects reports did not work with a universe, but with "Freehand SQL." This has now been identified as an issue in an upcoming migration of the application.

After having used this product for 5 months, the following steps to improve the situation have been identified:

1. BusinessObjects is now the only reporting tool supported, unused licenses are now being used. The training and support have been increased.
2. Some reports were redefined and published on the web for users. These reports do not require any BusinessObjects functionality.
3. Broadcast Agent server is scheduled for a hardware upgrade.
4. Universes and data warehouse are being reviewed for optimization.

The Audit identified major issues with current installation. The improvements are expected to take 12 months to be implemented. Many data quality issues were also highlighted by this initial audit.