CASE STUDY

Business Scorecards, Dashboards & KPI Reports for a Global Leader in Commodity Management Services

Company Description

The company is a global leader in commodity management services spanning cutting tools, abrasives, special tools and industrial supplies with over 25 years of experience. The company offers procurement, inventory management and engineering services to several world class manufacturers like Ford. The company manages around 100,000 parts comprising millions of dollars of inventory at over 85 global locations.

Business Needs

The company used a variety of operational and management systems, each containing key information that is necessary for decision making. The company wanted to reduce the need for their management team to access these disparate systems and provide all necessary business intelligence data through a single platform. "Users had to collect data from multiple systems, integrate them in Excel to perform even rudimentary analysis", says the CIO. With increased need to monitor business performance metrics against set goals, easily accessible business intelligence from near real-time data has become highly necessary.

Project Description

The company uses a multitude of systems for their ERP, inventory management, commodity management, and service execution . The company receives a large number inventory feeds from its customers on a nightly basis. All data from the operational systems are collected, cleansed and validated through a nightly ETL process. The consolidated data is used to populate the central data warehouse. OLAP Cubes are then built on various measures and dimensions such as Accounts Receivable, Purchasing and Inventory. Interactive reports, dashboards and charts were presented from these cubes to various decision makers.

Approach

The company had invested in SharePoint 2010 for its intranet use centered on document management and workflow. Trigent proposed to leverage the Insights capability of SharePoint 2010 to provide context driven Dashboards, Scorecards, Analytic grids and charts and Key Performance Indicators (KPI's). Depending on the reports to be designed, the cubes are enhanced with several calculated measures written in MDX (Multi-Dimensional Expressions). Dashboard Designer which is a

Client

Global leader in commodity management services

Project Objective

Provide context driven Dashboards, Scorecards, Analytic grids and charts & Key Performance Indicators (KPI's)

Technology

- ✓ SSAS on MS SQL Server 2008 R2
- ✓ Performance Point Services and SharePoint 2010

Benefits

- ✓ Reports are timely and actionable
- ✓ Reports are highly interactive
- ✓ Report format can be changed by the end-users without depending on IT

part of Performance Point Services (PPS) is used to create content. This is a tool used to create dashboards, scorecards, and reports and publish them to a SharePoint site.

The reporting components access data from data sources and data is accessible from multiple sources like SQL Server Analysis Services cubes, SQL Server, Excel Services and Power Pivot. Various kinds of reports accessing the data from cubes and other SQL Server databases are designed and deployed onto SharePoint. PPS provides a Silverlight based decomposition tree that allows end users to interact with the data by decomposing measures present on the reports along several dimensions.

Results

The project provides highly interactive Dashboards, Scorecards, Analytic grids and Key Performance Indicators (KPI's) to various stakeholders like plant analysts, managers and executives at various facilities.

- Reports are timely and actionable
- Reports are highly interactive. The end users can select a completely different set of measures than what is shown and perform drill-through and export the data to Excel
- Decomposition tree which is provided by Performance Point Services allows the end user to decompose measures along different dimensions
- Report format can be changed by the end-users without depending on IT
- Appropriate levels of security ensure that the end users access only the data they are authorized to see
- Increased customer satisfaction