

LEADING PUBLISHING COMPANY UPGRADES TO OBIEE 12C

IMPROVES REPORTING PERFORMANCE BY MIGRATING FROM OBIEE 10G TO 12C WITHIN 7 WEEKS

CUSTOMER PROFILE

HQ

Boston, MA

INDUSTRY

Publishing

EMPLOYEES

450

ITC SERVICES

- BI Services

APPLICATIONS & TECHNOLOGIES

- OBIEE 12c

INTRODUCTION

The client is the leading provider of teaching materials for management education. They help lead, inform, and inspire professionals, corporations, educators, and students around the world with the best in management thinking and practice.

CHALLENGES

The client was using OBIEE 10g for business intelligence and data analysis. The solution was 10 years old and there were issues with the availability and performance of reports. They were facing challenges in delivering important reports such as daily revenue to the management.

SOLUTION

As OBIEE 10g was very old, the structures behind the reports had to be totally rebuilt from scratch. ITC followed a best practices methodology for the upgrade and built the new report structures according to the requirements of the client. OBIEE 12c was installed and new role based OBIEE security was adopted. ITC performed sanity checks and post-production performance tuning and enhancements for two weeks.

RESULTS

- Improved reporting performance allowed the business to access information to make the right decisions
- Faster reporting, improved navigation and search capabilities
- Advanced analytics, data visualization and mobile BI capabilities
- Streamlined administration and lifecycle management
- High availability and scalability

ITC ADVANTAGE

- ITC's prebuilt, industry-specific dashboards and reports addressing key functional areas
- 24x7x365 availability to support customer requests across the globe, with onsite, near-shore and off-shore BI Development and functional support
- ITC's effective change management ensured business continuity without any disruption