

**Business Objects
Professional Services**

**COMPETENCY
FOCUS
REPUTATION**

*The core values of
Business Objects
Professional Services.*

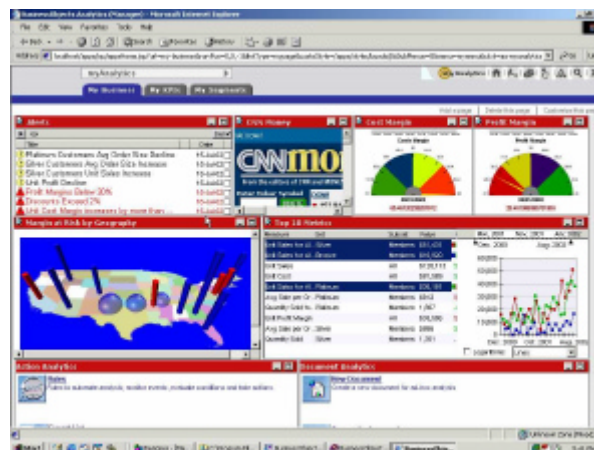
As the only source of BI consulting and education resources that is measured and compensated based on customer satisfaction and success, Business Objects Professional Services is the first choice of global 1000 organizations when it comes to designing and deploying business intelligence systems.

As well as BI system deployment, our aim is to deliver effective education and transfer of skills to ensure our customers become as self sufficient as possible in the shortest time, while rapidly delivering measurable business value.

Rapid Deployment of Customized Management Dashboards

Business Objects Professional Services helps customers give their key business users access to the summary information they need to quickly and effectively make critical business decisions. The BusinessObjects Dashboard Manager allows customers to monitor critical metrics such as inventory levels, customer retention, and employee performance. It also allows them to send alerts, for example when items are selling faster than expected or when customer turnover exceeds defined parameters. This allows managers to take action much sooner than previously possible.

The BusinessObjects Dashboard Manager Quickstart Service was developed specifically for accelerated delivery of performance management capabilities to a functional area of your business. The Business Objects Recommended Approach to BI deployment ensures that your customized dashboard, complete with rules, alerts, and links to custom analytics and reports, can be ready for your power users in as little as four weeks.



Pre-defined analytics and a management dashboard quickly deliver access to a business unit's key performance information

Based on business and technical experience of designing and deploying the capabilities that make up an organizational performance management system, Business Objects Professional Services applies a tried and tested methodology to minimize project risk and accelerate time to customer self-sufficiency. Subject to the individual needs of our customers, the Dashboard Manager Quickstart Service is designed to deliver the following –

- ▶ Configure Dashboard Manager infrastructure
- ▶ Deploy a single dashboard with up to 10 enterprise metrics
- ▶ Configure up to 5 rules and alerts for exception management
- ▶ Link customer analytics and reports in to Dashboard Manager
- ▶ Provide education, skills transfer, and complete documentation

Dashboard Manager Quickstart Service

Performance Management Evolution

You cannot buy an enterprise performance management (EPM) system off the shelf. EPM is a collection of processes, key performance indicators, drivers, and goals, aligned to an organizational strategy. These are supported by systems that allow easy access to consolidated data as well as facilitating the actions needed to respond quickly and effectively to the results.

The BusinessObjects Dashboard Manager Quickstart Service is a step towards a complete enterprise performance management strategy. Whether you are an existing Business Objects customer or are just starting to implement our capabilities within your organization, our consultants will ensure you fully leverage your BI Investment. Our aim is to layer your performance management dashboard on top of any new or existing Business Objects deployment. This allows you to quickly benefit from a consolidated view of key performance metrics and guided analysis. Our consultants will work with your business and technical users to develop a roadmap that allows a BI investment to evolve over time, in line with business demand and corporate strategy. But rather than establishing a dependency on external resources, Business Objects consultants work to ensure you are empowered to evolve your own BI environment through a program of any time, any place, any pace education and hands-on knowledge transfer.

With an understanding of the critical pain points and key performance indicators that have a direct impact on an organization's business, our consulting team will work in collaboration with your business and technical users to quickly define an EPM roadmap that aligns all required processes, metrics, methodologies, and BI capabilities. In a phased approach, users will start answering key business questions and understand how to respond to the results. Over time, an organization will take greater advantage of the data available to them with the development of more sophisticated analytics that meet very specific performance management needs.

Greater Business Value with Customized BI Capabilities

All dashboard development is performed in collaboration with an organization's technical resources, using standard BusinessObjects Application Builder and Data Integration capabilities. Our Business Objects **Project Accelerator** Methodology is shared with a customer's technical resources during each engagement. This allows an organization to benefit from a mature framework for BI system evolution after our consultants have left.

Scalability, Performance, Self-Sufficiency

Customers benefit from our Recommended Approach to BI Deployment which drives every deliverable we commit to. The systems built, in collaboration with our customers, are highly scalable and designed to perform optimally. We aim to set up an organization quickly and efficiently to benefit from the value of their BI investment and this is achieved with the development and delivery of a tailor-made training program supplemented by on-project skills transfer to gain valuable commercial expertise in collaboration with our consulting team.

For more information on how Business Objects Professional Services can quickly deliver the benefits of Dashboard Manager to your organization, contact your account manager today.

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