



#### Customer

Semiconductor Manufacturer

#### Country

Singapore

#### Industry

Manufacturing

#### Technology

Business Objects

DataStage

Oracle

#### Contact

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**Microsoft**  
**GOLD CERTIFIED**

*Partner*

# Data Warehouse Managed Services for a Manufacturing Customer

#### Customer Profile

One of the world's top dedicated semiconductor foundries based in Singapore, offering leading-edge technologies down to 90 nanometer, enabling today's system-on-chip designs.

#### Business Situation

Customer has a data warehouse for consolidating manufacturing and finance information.

- Every month Customer's In-house BI team gets requirements
  - to develop new reports,
  - enhance/change existing reports
  - upgrade the Universe
  - add new data sources for the data warehouse
- All bandwidth of the in house BI team taken up by these development activities
- Could not focus on business user needs
- BI infrastructure is under utilized as just another reporting platform.

#### Solution

- An SQL Star BI Consultant team of 3 onsite and 2 offshore (India) consultants was setup
- This team attends to the day-to-day development activities and reports to the Customer BI team.
- Activities such Designing BO universe, BO reports, ETL and Performance Management taken up by this team

#### Benefits

- Customer is able to meet all the development/enhancement needs of the business users
- Customer is able to deliver fast results with quality
- Customer In-house BI team is able to focus on business needs rather than development
- Customer is relieved of the attrition and skill set requirements of the BI team
- Cost beneficial because of the blended model of Onsite + Offshore
- Customer is able to upgrade, take the BI platform to the next-level of "Real" Performance Management