



Capgemini's Procurement Intelligence Chooses Analyzer for Self-Service BI



Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. With offices in over 30 countries and more than 115,000 employees, the Capgemini Group helps its clients transform in order to improve their performance and competitive positioning.

Executive Summary

Capgemini needed a BI solution that would seamlessly integrate into their Procurement Intelligence SaaS application and enable clients to create their own dynamic reports to suit their information needs. Strategy Companion's Analyzer was the perfect match. Analyzer lets Capgemini's clients easily view and explore data in ways that help them make better purchasing decisions, while never having to leave the Procurement Intelligence application.



Industry

Procurement Services

Solution

Analyzer™ SaaS from Strategy Companion

Business Challenges

- Empower clients to create their own reports and custom views of their data
- Provide a full suite of business intelligence capabilities including filtering, sorting, drilling, dashboards, visual analysis, and data discovery
- Seamlessly integrate dynamic reporting into their IBX Procurement Intelligence application
- Partner with a solution that fits the Capgemini Software-as-a-Service licensing model

Customer Quote

"Since we've integrated Strategy Companion's Analyzer into our IBX Procurement Intelligence, we've had no more special requests for reports from our customers. Our customers are extremely happy with their ability to do self-service reporting."

In order to add further value to their IBX Procurement Intelligence SaaS application, Capgemini embarked on a search for a powerful, web-based analytics tool that was easy to deploy, integrate, and use for both clients and internal personnel



IBX Procurement Intelligence

Capgemini's IBX Procurement Intelligence is a web-based analysis tool provided as a service to its IBX trading partners. IBX Procurement Intelligence captures all business transactions and presents the data as interactive reports accessible on the marketplace.

IBX Procurement Intelligence provides dashboards and KPIs structured around buyers, sellers and product groups, which enables the users to understand procurement operations and efficiency. Users can drill down in reports, filter, and categorize the information to follow data down to a single line item.

IBX Procurement Intelligence enables companies to optimize procurement strategies for each product category level. The tool gives you details by category and the different types of orders used for the executed purchases. This allows companies to adjust to new trends in ordering patterns and also allows them to focus on the most valuable categories when negotiating new agreements with suppliers.

Companies use IBX Procurement Intelligence to measure spending trends on vendors, order types, and categories with user-friendly KPIs and a graphical interface. This gives the purchasing organization a spending overview and the ability to detect new user behaviors and purchasing trends. This makes it possible for the purchasing organization to proactively and efficiently support the buyers throughout their company, reducing unnecessary expenses and contributing directly to corporate profitability.

Delivering a More Effective Procurement Services Analytics Solution While Reducing Time-to-Market

Capgemini originally decided to build their own reporting component to IBX Procurement Intelligence. Their team of developers has a deep competence with Microsoft technologies, so it was a natural choice to incorporate Microsoft Reporting Services into the tool. The team looked at the types of analysis that would be helpful for their clients and created several pre-built reports for Procurement Intelligence.

Although the team created a variety of reports for the application, they immediately began receiving multiple requests from their clients for customized reports. Unfortunately, the reports that Capgemini offered were static and did not allow their clients to interact with the data. And there was no way for clients to create their own reports. The team knew they needed to find a new reporting solution that would make it easy for their clients to view their data any way they needed.



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New Analytics Enhance Capgemini's Procurement Services Solutions

Capgemini's IBX Procurement Intelligence project team went to work compiling their requirements for a third-party reporting solution.

These included:

- technical integration with IBX Procurement Intelligence including Microsoft SQL Server, Microsoft Reporting Services, and the ability to maintain a single sign-on
- intuitive and flexible report development capabilities, easy enough for clients to do themselves
- full-featured suite that includes dynamic reporting, drill down/up, filtering, sorting, dashboards, and visual analysis
- licensing structure that would support their "Software-as-a-Service" offering
- competitive pricing

Capgemini's Chief Architect had a good understanding of the business intelligence industry and the products that could potentially integrate with their IBX Procurement Intelligence application. He developed a short-list of vendors based on product functionality, integration, and licensing models. From that list, he contacted the vendors and the team reviewed the products that could potentially meet their requirements.

Each of the products they reviewed met the majority of their needs. However, the team found the most common issue was that the products were too complex - either too difficult to integrate or too difficult for most clients to use.

After evaluating several software vendors, the project team agreed that Strategy Companion's Analyzer was the only one to meet every one of the requirements. "All of the other tools we evaluated were too complex, not only for our development team but also for our clients to use," says Ms. Appel. "We're an agile shop and pride ourselves on being nimble, offering development updates quickly and on a frequent basis."

The team quickly set up a trial test environment with Analyzer and asked for feedback from their clients. The clients provided suggestions for some initial standard reports which the project team was able to create quickly using Analyzer. The clients then spent some time exploring the features in Analyzer as they learned just how easy it was to create their own custom views of the data.

After the initial trial with Analyzer, the team went to work integrating Analyzer's self-service and reporting capabilities into IBX Procurement Intelligence. The project took just over two months and most of the work centered on integrating the user authentication process for single sign-on.

The project team found Strategy Companion staff extremely helpful and responsive. "Whenever we had any questions or problems, the folks at Strategy Companion would get back with us right away. They even made minor modifications to Analyzer to help us with our single sign-on challenge," says Ms. Appel. Because integrating Analyzer was simple and straightforward, the team did not require additional consulting services.

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Capgemini launched the newest version of IBX Procurement Intelligence using Strategy Companion's Analyzer in September 2011. There are now 10 corporate clients using the application, representing hundreds of users. The users have all found Analyzer's self-service reporting to be intuitive, flexible, and powerful. They greatly appreciate the ability to create their own reports whenever they need to - a benefit Capgemini believes will increase their sales of IBX Procurement Intelligence.

Although Ms. Appel says the project went exceedingly well, she does offer some advice for others when choosing a reporting and analytics solution. "It's important that you fully understand your customers' needs. We went too simple the first time and were then surprised at the feedback we received. Once you choose a solution, be sure to validate that solution with your customers," says Ms. Appel.

The Capgemini project team is already working on the next release of IBX Procurement Intelligence, adding Analyzer's mobile BI features. Analyzer is supported on iPads, iPhones, Android smartphones and tablets, BlackBerry smartphones and tablets, and Windows Phone 7. Customers will be able to create fully interactive dashboards and reports, featuring touchpad-driven drilldown, drill up, filtering, zooming, sorting, and more. In addition, Capgemini continues to add more pre-built KPIs and increase the scope of data available in IBX Procurement Intelligence.

Finally, Ms. Appel says, "In the near future, we hope to incorporate industry benchmarking into Procurement Intelligence, as well as additional detailed data. It's comforting to know that Analyzer will be able to grow along with us."

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To learn more about Strategy Companion, please visit:

www.strategycompanion.com

or call: **1-800-905-6792**

Analyzer™ Features

- Support for multiple data sources including Excel, Access, relational tables, and SSAS cubes
- Powerful and intuitive BI analysis with an easy to use drag-and-drop interface
- 100% zero-footprint browser client containing multiple reports and dashboards
- Mobile BI support for iPads, iPhones, Android smartphones and tablets, BlackBerry smartphones and tablets, and Windows Phone 7
- No special OLAP or MDX knowledge or coding of any kind is required
- Instant report drilldown, filtering, slicing, dicing, and much more
- Wide choice of advanced analytical capabilities
- Advanced visualizations ranging from 3D charts to color themes, heat maps, and more
- Dynamic, interactive analytic charts featuring 2D/3D, chart drilldown, optional linking to pivot tables, zoom-in/out, custom color palettes