Business Intelligence Competency Center – A Success story at Cardinal Health
Kashif Saeed
Jennifer Smith
About Cardinal Health

- Cardinal Health is a Health Care Service Company
- We work with pharmacies, hospitals, doctor's offices, surgery centers and clinical labs
- We provide Inventive and meaningful solutions that improve the total cost of care
- 40,000 employees in 5 continents
About the Speakers

Kashif Saeed
- Objecting since 2003
- Member of BOB with 1500+ posts
- Background in dimensional modeling
- Currently managing BICC at CAH

Jennifer Smith
- Objecting since 2005
- Using Crystal Report and Crystal Enterprise since 1994
- Member of MOBOUG
Learning Points

- Pre and Post BICC at Cardinal Health
- How we drew the line between development teams and BICC
- Financial case for Consolidation
- Lessons learned
Business Objects Landscape at Cardinal Health

- Pharmaceutical and Medical business segments
- 8000 internal users
- 16000 external users – suppliers and customers
- 90% WebIntelligence
- Growing in Xcelsius usage
- Different ways we are using external reporting
Pre BICC Business Objects Landscape at CAH

- Departmentalized/Project based approach
- Keep the lights on mentality
- 14 Business Objects deployments
- All versions from 4.x to XI3.1
- No future strategy for upgrades or consolidations
- No standards for security or development
- No inventory of licenses or servers
- No failover in any Business Objects deployment
- Report to universe ratio in some deployments was 2
- No single ownership of the tool or standards
Post BICC Business Objects Landscape at CAH

Current Situation
- Reduced the landscape to 7 deployments
- Standardized to XI3.1
- Inventory of Servers and licenses
- Failover in all but legacy deployments
- Standard for security across all deployments
- Single ownership for Vendor and License management
- Clear definition of responsibilities and accountabilities
- In-house end-user trainings

Future Landscape
- One Consolidated landscape for Internal Users
- One Consolidated landscape for External Users
## How we Drew the line between Development and Infrastructure

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<th>BOBJ Areas</th>
<th>Ownership</th>
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<tbody>
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<td>Vendor/License Management</td>
<td>Infrastructure</td>
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<tr>
<td>Architecture/Administration/Sizing/Platform Ownership</td>
<td>Infrastructure</td>
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<td>Strategy/Planning/Consolidations</td>
<td>Infrastructure</td>
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<td>Development &amp; Security Standards</td>
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Return on Investment – Financial Case for Consolidation

- Environment utilization stats
- License cost reduction
- Hardware cost and maintenance cost reduction
- BOBJ administration cost reduction
- Data center space and power savings

Key things learned
- Every $ counts
- Show the NPV and IRR for the project
Next Steps

- Putting a governance model in place
- Steering Committee
- Charge back model
- Better monitoring and alerting
- Usage reports
- Upgrade calendar for the next 2-3 years
- DR
Key Learnings

- Be Transparent
- Highlight risks and concerns
- Build a strong financial case
- Look for synergies with projects
- Let the facts speak
Thank you for participating.

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