



CASE STUDY

UNIVERSITY OF STRATHCLYDE



SAP BusinessObjects EDGE provides a flexible and responsive reporting environment that enables the University of Strathclyde to access operational information as and when required without IT intervention.



Catherine McMillan,
Assistant Director of Information
Technology Services,
University of Strathclyde

INDUSTRY

Education

BUSINESS PAIN

To improve the timeliness and flexibility of reporting to enable users to access operational information without the need for IT intervention.

SAP BUSINESSOBJECTS PRODUCTS AND SERVICES

SAP BusinessObjects Edge

BUSINESS BENEFITS

University of Strathclyde is leveraging web-based reporting, automated report scheduling and report refresh on demand to meet seasonal information requirements and improve access to operational information across the organisation.

THE CHALLENGE



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ABOUT THE UNIVERSITY OF STRATHCLYDE

Founded in 1796, the University of Strathclyde was granted a Royal Charter in 1964 and is now the third largest university in Scotland. At the time of its Royal Charter, the Glasgow-based university had 4,000 full time students. Since that time it has expanded significantly and now has 15,000 full time students and a further 15,000 attending part-time courses.

THE MAVEN CHALLENGE

In common with other leading educational establishments, Strathclyde University is focused heavily not only on attracting students through the provision of excellent and diverse academic qualifications, but also on highly effective and efficient operations.

Underpinning every aspect of the successful delivery of higher education in an increasingly competitive marketplace is the demand for timely, accurate information. "The main information challenge faced by the University of Strathclyde is that data is located across a raft of transactional systems," explains Catherine McMillan, Assistant Director of Information Technology Services, University of Strathclyde.

The university also has to produce annual reports for the Higher Education Statistics Agency (HESA) that encompass diverse information ranging

from student admissions numbers and staffing to financial reports. "These regulatory reports require information to be pulled together from multiple information sources," says Catherine.

The university has been using BusinessObjects for the past ten years to report from human resources, finance, planning and admissions systems. In 2008, the decision was taken to upgrade to SAP BusinessObjects Edge. "The primary reason for adopting SAP BusinessObjects Edge was the need to publish reports on the web to provide senior managers with faster access to operational information," says Catherine.

THE APPROACH



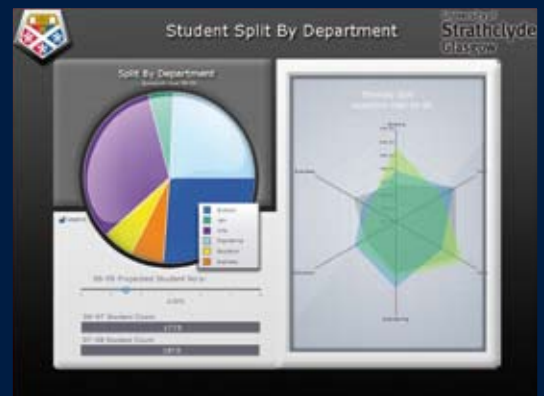
It was important to work with a partner that could not only manage the migration process but also deliver training to end users, system administrator and IT staff and work with the university to understand the new functionality offered by SAP BusinessObjects Edge.



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Sample Dashboards



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SMOOTH MIGRATION

The University of Strathclyde has around 50 SAP BusinessObjects users and several hundred reports. The university turned to SAP BusinessObjects partner Maven Solutions to complete the migration to SAP BusinessObjects Edge.

“It was important to work with a partner that could not only manage the migration process but also deliver training to end users, system administrator and IT staff and work with the university to understand the new functionality offered by SAP BusinessObjects Edge,” says Catherine.

Maven successfully managed the installation of SAP BusinessObjects Edge and the migration of several hundred SAP BusinessObjects reports


prior to embarking upon a robust training programme. As part of the training programme, Maven trained a University of Strathclyde trainer in SAP BusinessObjects, enabling the university to become far more self-sufficient in its internal training delivery.

SEE REVERSE FOR **THE RESULTS** >>



THE RESULT

SAP BusinessObjects Edge provides the University of Strathclyde with a flexible reporting system that enables users to access the information they need as and when they need it.



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Assistant Director of Information Technology Services,
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INFORMED DECISION MAKING

The University of Strathclyde now has a reporting platform in place to deliver significant improvements to operational efficiency. In addition, the use of web-based publishing of reports is expected to extend the use of SAP BusinessObjects Edge beyond the current 50-strong user base as users leverage self-service information access.

Catherine McMillan says, "SAP BusinessObjects Edge provides the University of Strathclyde with a flexible reporting system that enables users to access the information they need as and when they need it. From automated report scheduling to real-time report refresh and web-based report publishing, the university now has a reporting tool that not only supports day-to-day operations but also provides the potential for greater access to real-time information for senior managers."

BENEFITS INCLUDE

- **Automated Scheduling**

One of the biggest benefits being attained from SAP BusinessObjects Edge is the automated scheduling of reports. "The ability to automate regularly run reports is extremely valuable," says Catherine.

- **Greater Control**

By enabling users to create, alter and refresh their own reports on demand, without reliance upon IT, the university is providing far greater control over operational reporting.

"During October, it is essential to have a very up-to-date picture of student admissions. Using SAP BusinessObjects Edge, users can refresh admissions reports daily when the admissions picture is changing fast," says Catherine.

- **Web-based reporting**

Secure web-based reporting allows senior managers and business users to access information easily without the need for IT intervention.

- **Platform for development**

The university has a strong framework to support management reporting and business intelligence. "In the long term, there is a demand at the university for management information to deliver trend analysis and in depth performance monitoring. SAP BusinessObjects Edge provides an excellent platform to support this direction in the future," Catherine confirms.



About Maven Solutions

Maven Solutions is a multi-award winning Platinum Partner of SAP BusinessObjects, based in South Manchester. Maven has helped its customers realise real value and return on investment through streamlining their management information process and providing insight into their corporate data.

It is our mission to help our customers make informed business decisions quickly, efficiently and effectively utilising the power of world-class Business Intelligence software.

Our services encompass the entire project lifecycle, from scoping/needs analysis through to implementation/rollout, training and support.

Services

- Management Information Scoping/Needs Analysis
- Data Warehouse Design/Build
- Dashboarding & KPI Management
- SAP BusinessObjects Skills in:
 - Universe Design & Report Design
 - Data Integration/Quality
 - Technical & End User Education
 - Migration/Upgrades
 - Corporate Support
- Six Sigma Consultancy