



excel global partners

Business Intelligence / Data Warehousing

Overview: For companies large and small, organization of data and the ability to search data for end-user access are key drivers to driving efficiency, value, and productivity. Modern day technology has empowered many workplaces with tremendous amounts of data, however most of that data is not organized in a fashion that is easily usable or accessible for the end-user. A well-run organization, ideally would consist of one user-friendly integrated software system that “talks” to all other systems to analyze data within the organization.

The challenges of managing large data and improving organizational performance can be overcome with a data warehouse, which is a singular central repository system created by integrating data from one or more disparate sources. Data warehouses store current as well as historical data and are used for creating reports for end-users reporting such as quarterly comparisons, consumer analytics, or centralized case management.

The current trend of organized data is not fleeting – it is the wave of today and all organizations’ future. It makes business sense and drives value and efficiency within an organization. EGP will assist your organization in identifying gaps within its current systems and drive efficiency and value for end users with a navigable, centralized solution. The centralized solution will empower your organization by empowering them with the ability to make informed and timely business decisions resulting from an acceptable level of quality analytics and searchability within a reasonable time frame.

The Issue: A global telecommunications firm sought to organize terabytes of historical data in order for customer-facing end users in order to provide a more accurate and personable customer experience within its stores. Massive amounts of data across more than 50 systems, some of which were developed internally required an understanding of how all systems worked along with how the data could be integrated into a centralized repository.

The Solution: A solution was provided to the client whereby in-depth understanding of the existing systems was the primary objective, enabling the team to provide a data warehouse roadmap that analyzed the architecture, systems, roadmap, existing tools and roadblocks, and subject matter experts within the organization who could best navigate the development of the tool. Understanding the rule in data of “garbage in equals garbage out” administration and analysis of data quality required scrubbing of existing data to remove duplications and inaccuracies within the current environment, resulting in a scrub to create a fresh system with superior quality data. Recommendations were made regarding information integration of the current systems and what data was most critical to the end-user in order to prove ROI for the proposed system. Design and build required teamwork among subject matter experts and internal stakeholders, access to systems, and a clear roadmap and architecture of integrating all systems. Implementation involved roll-out training of staff, business intelligence support, and tracking of ROI; all of which generally lead to a pleased client and additional rollouts of dashboards, scorecards, improvements in reporting, system-wide enhancements, and improvement in workplace communication, morale, and efficiency.

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