



excel global partners

SAP Crystal Reports

Case Study

Overview: The Major Public Transportation Agency (Agency) converted to usage of Lawson S3 Procurement and Strategic Sourcing modules for Agency-wide Procurement Processing. Reporting needed to be bridged from the former to their new system, and Excel Global Partners (EGP) provided out-of-the box solutions, allowing customization by the Agency for their specific report requirements at all levels, including key Board of Directors (B.O.D.) schedules.

The Challenge: The multi-billion dollar Agency did not have in-house expertise in Crystal Reports development. Several end-user departments within the Agency use this reporting tool on a daily basis, however an Agency-wide IT initiative to provide Business Intelligence expertise was underway, requiring immediate project assistance and high level expertise to complete the conversion.

Adding to the complexity of the challenge, many Agency-specific types of analytical reports for the B.O.D. and Executive Management Financial oversight of Procurement activities required rewrite or reconnection, as well as mapping to new data sources. Day-to-day access of Purchase Order/Contract status information required availability of reports data via intranet and end-user visibility driven by key parameters, i.e.; dates, transaction type, cost center, etc. EGP was tasked to complete the Crystal Reports design and to develop the reports required to support the completion of the Procurement System conversion, to assist the IT BI unit by supplying SAP Business Objects/Crystal Reports expertise, to build the knowledge and skills required to support all Agency-wide Crystal Report developers and consumers, and to internally train and develop the Agency's large number of employees utilizing technology and reports.

Defining Issue: Various B.O.D. and Executive Management reports needed to be completed in a short amount of time with minimal disruption to Agency SMEs, Procurement, Executive Team, and IT staff. The depth of experience of EGP's IT and Financial IT practice allowed us to immediately deploy a Development resource to quickly meet project completion dates, develop a plan for IT and Procurement Staff training, and to further plan development activities for ongoing reporting needs and enhancements.

Findings and Concepts: Our Crystal Reports resources were quickly able to identify and navigate the database structures within the Oracle database environment that were source tables for many reports across the Agency. Using existing reports as a guide for format and content, EGP's team repointed and enhanced existing reports and created new content based upon new table structures available in Lawson for B.O.D. and Executive Management monitoring.

Conclusion: The Agency looked for a short-term solution, however, EGP exceeded expectations, delivered a solution that exceeded the reporting goals, and expanded the business relationship as the go-to source for all Business Intelligence related activities across the massive organization.



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