

## **Optimizing SAP Business Objects Platform Support: A Case Study in Efficient Management**

### **Introduction:**

Around year 2016, our California based Utility client recognized the need to streamline its SAP BusinessObjects platform support to ensure optimal performance, minimize downtime, and maximize the value derived from the BI system. This case study delves into how Guddge LLC successfully manages Client's BusinessObjects Platform support to enhance system reliability, reduce support costs, and improve overall user satisfaction.

### **Challenges:**

Client heavily relies on SAP BusinessObjects suites (SAP Business Objects, SAP Data Services, Information Steward, SAC) as its primary business intelligence platform for ETL processes, generating reports, analyzing data, and supporting decision-making. Client faced challenges related to performance, system outages, delayed support responses, and escalating support costs.

In response, Client reevaluated and optimized its approach to BusinessObjects platform support by engaging Guddge LLC as their BOBJ Platform Support partner.

### **Strategies Implemented:**

#### **Comprehensive Support Framework:**

- Collaborated with Client's Analytics leads to establish a comprehensive support framework tailored to the organization's needs.
- Defined clear roles and responsibilities for our administrator support team to ensure accountability and efficient incident resolution.
- Provided regular communications to the user communities on planned outages and maintenance activities.
- Established open communication channels with end-users to gather feedback and address concerns promptly.
- Leveraged the Service Now ticketing system to streamline the reporting and resolution of issues within the defined SLA timelines.

#### **Implementation and Deployment:**

- Re-architected the environments based on application demand.
- Collaborated with various Client IT teams – Cyber Security, Wintel team, Firewall security team, AD team, Database Admins, etc. to ensure smooth functioning of the applications.
- Worked closely with various Data Engineering teams to cater to their platform requirements.
- Instrumental in moving the servers to Cyber vault

#### **Proactive Monitoring and Maintenance:**

- Proactively monitored the server health to identify potential issues.
- Scheduled regular maintenance activities to keep the BusinessObjects platform up-to-date and optimized including annual application upgrades.
- Troubleshoot and resolve issues encountered by developers and users.
- Remediated vulnerabilities.

**Data Governance and Security:**

- Utilized SAP BusinessObjects security features to control user access, protecting sensitive information and maintaining data confidentiality.
- Leveraged Windows Active Directory (AD) groups to grant object access, allowing AD group owners to directly manage and control permissions to their users and developers.

**Knowledge Transfer and Training:**

- Conducted specialized training programs for the users to enhance their expertise in managing and troubleshooting their reports and jobs.
- Fostered a culture of continuous learning to stay abreast of new features, updates, and best practices.

**Results and Benefits:****Cost Savings:**

- Considerable cost-saving in providing platform support to the users by engaging Guddge's Offshore team.
- Minimized the need for external support by engaging Guddge's BI experts.
- Round the clock support with the time-difference

**Efficient Incident Resolution:**

- Drastically reduced the time taken to resolve support tickets, resulting in increased user productivity.
- Enhanced user satisfaction with the support team's responsiveness and problem-solving capabilities.

**Reduced Downtime:**

- Achieved a significant reduction in unplanned downtime, leading to improved overall system reliability.
- Enhanced user confidence in the BusinessObjects platform's stability and performance.

**Continuous Improvement:**

- Instituted regular reviews and audits to identify areas for ongoing improvement in applications and support processes.
- Maintained flexibility in adapting to changes in business requirements and technology advancements.
- Regularly upgraded the applications for users to leverage the latest application features.

**Conclusion**

Through a strategic and holistic approach to managing BusinessObjects platform support, Client successfully transformed its Business Objects support framework, leading to improved system reliability, reduced costs, and enhanced user satisfaction. This case study emphasizes the essential measures implemented to guarantee the seamless operation of SAP business intelligence platforms.