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Case Study

Faster Analytics from Incorta Increases Employee Productivity at Major U.S. University

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>
> **Technical Manager, Central IT Department**
> **Top Ten U.S. University**

Industry

Higher Education

Objective

Implement an analytics solution that can handle large, complex data and integrate with Oracle E-Business Suite, while also delivering faster access to information.

Why Incorta

- Accelerated implementation
- Dramatically improved performance
- Elimination of ETL and data warehouse
- Ease of use, management, and implementation
- Seamless integration with Oracle E-Business Suite
- Secure solution offering single sign-on
- Fast delivery of new product features
- Ability to draw data from non-Oracle applications

Benefits

- Faster access to more up-to-date information
- Greater employee productivity and efficiency
- Increased revenue from boost in billable hours
- Easy transition from analytics to transactions
- Improved user satisfaction
- Quick and easy expansion of implementation

A Top Ten U.S. University

Ranked among the top ten national universities by U.S. News and World Report, this world-renowned institution produces ground-breaking research and offers a full range of undergraduate majors, plus master's and doctoral programs. Its diverse environment is comprised of three major components—administration, research, and the student community—and is run much like a small city because of its size and complexity.

Delayed Access to Analytics Reduces Revenue

With more than 300 buildings, an institution of this size requires extensive support to run smoothly and focus on its mission. To that end, the Land and Buildings Department manages the university's facilities, including plumbing and electrical systems. When maintenance is needed, a work order is generated within Oracle E-Business Suite (EBS). A manager estimates the work hours required for completion and assigns the task to one of approximately 300 technicians that staff a variety of workshops. If a work order goes above and beyond general, expected maintenance, the university department requesting the work is billed.

About 8,000 work orders are active at any given time, and managers must ensure that each is completed by its due date. Before Incorta, work was sometimes delayed as managers and technicians waited for the department's existing BI tool to pull data from EBS in response to basic queries. "Our users were incredibly frustrated," said the Business Systems Manager in the Land and Buildings Department. "A technician would try to look up his active work orders and would wait up to 15 minutes for a response." These delays ate into technicians' billable time, reducing revenue and negatively impacting the Land and Buildings budget.

Incorta Provides Blazing-Fast Performance

On the recommendation of a business partner, the university's Central IT Department evaluated Incorta's enterprise analytics to see if it could solve Land and Building's reporting problems. "We set aside four hours for the initial proof-of-concept meeting with Incorta," said a Central IT Technical Manager overseeing the evaluation of analytics solutions. "But in just one hour we were able to load and analyze the data from two million transactions—and see some new insights. We were very pleasantly surprised, to say the least."

This accelerated speed of implementation was one key reason Central IT selected Incorta. Its blazing-fast performance was another. By providing real-time aggregation of large, complex business data, Incorta eliminates the need for a data warehouse and, therefore, the need to extract, transform, and load (ETL) data. So, new analytic applications can be rolled out in days instead of months and query and reporting run times are reduced from minutes to seconds.

Central IT also selected Incorta for its ease of implementation and management. This allows the Central IT team that manages EBS to simultaneously manage Incorta, without relying on additional departmental resources. This not only increases overall department productivity, but also prevents time-consuming errors in dashboard development. With its detailed, first-hand knowledge of EBS, the Central IT team managing Incorta can ensure that reports and dashboards are correctly structured from the start.

Lastly, Central IT chose Incorta for its ability to switch seamlessly between Oracle transactions and Incorta analytics with a single sign-on (SSO). When users log into EBS, the first thing they see is an Incorta dashboard.

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From there, they can click on any individual work order and make changes to its EBS transaction record. Likewise, users can easily transition from transactional record to dashboard. These seamless transitions are increasing user satisfaction while also boosting productivity and efficiency. Single sign-on also heightens data security, as does Incorta's ability to leverage the roles and responsibilities already assigned to the university's users within EBS.

Accelerated Analytics Increases Employee Productivity

Now, Land and Buildings Department managers are using Incorta to see, in just seconds, the billable and non-billable work hours assigned to a workshop or technician for the remainder of the week. Managers and technicians can also assign or add hours to a work order and shift due dates, just by drilling down from the dashboard. With fast, easy access to the information they need, employees are more productive and billing and revenue have increased.

The information provided by Incorta is also more current. With its existing systems, the university was able to run its ETL to update warehoused data just once a day. Incorta, on the other hand, is updated every 15 minutes, with the ability to do more frequent updates if needed. "By implementing Incorta we went from almost a total absence of reporting to immediate access to virtually real-time information," added the Land and Buildings Business Systems Manager. "We're seeing a big increase in productivity and feedback from our users is incredibly positive. This is a huge win for us."

Incorta Expansion Boosts Employee Impact

Before it learned of Incorta, Central IT considered a range of possible analytics solutions, some of which were purpose-built to work with EBS and could not integrate with non-Oracle applications. Unlike those solutions, Incorta is compatible with both EBS and non-Oracle applications, which means its speed and flexibility can be leveraged to address additional analytical needs in other departments.

For example, in the university's Environmental Department Incorta users are accessing information related to safety protocols and procedures across areas such as laboratory environments and hazardous waste management. In the Development Office, Incorta is providing users with information pertaining to gifting from university alumni and donors. And lastly, the Central IT team that provides IT-related services is employing Incorta to look at complex customer billing data, which can be sliced and diced across years, months, and services provided.

The university plans to continue to expand its Incorta implementation to wherever it can help employees do their jobs more easily, efficiently, and effectively. Currently in the works are plans to use Incorta to analyze financial data generated in EBS, including information related to the university's general ledger, accounts payable, project accounting, and grants accounting. "Our existing Incorta implementations are just the tip of the iceberg," added the Central IT Technical Manager. "Now that we've seen what Incorta can do, we'll undoubtedly uncover more ways it can break down informational barriers so that our employees can best help the university continue to fulfill its mission."

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