



Case Study - Software

Client Overview

The client is one of the 10 largest software companies in the world. It is a leading provider of software services to enable utility computing. In a utility computing model, IT resources are aligned with business needs and business applications are delivered with optimal performance and availability on top of a shared computing infrastructure, minimizing hardware and labor costs. With 2004 revenue of \$2.04 billion, the client delivers products and services for data protection, storage & server management, high availability and application performance management that are used by 99 percent of the Fortune 500.

Established in 1989 to develop and market high availability products. Steady growth and strong demand for the company's software solutions lead to an initial public offering in 1993. The client has been listed on the NASDAQ National. It was added to the NASDAQ-100 Index in January 1999 and to the S&P 500 Index in March 2000.

Business Need

The client is using Business Intelligence solutions for Order Tracking Systems. The support activities which the client deals in involves documentation of existing system, analyzing the Data in the report, performance tuning and solving report-specific queries raised by the users.

The Challenge

Identifying performance hampering issues and conveying them to database administrators and development team in USA.

The Solution

iDecisions Consulting Pvt Ltd is successfully supporting Business Objects reporting. With proven expertise and planning, a concrete solution was provided. The solution offers key advantages, such as precise quantified Reports with reduced costs and quick results.

Benefits

With BI solution in place, customer is very satisfied. The work and performance of the team in is highly appreciated by the development team in USA. In nearest future, it is most likely that Business Objects related development work will be handled completely by the team of iDecisions Consulting Pvt Ltd.