



## Tangentia Customer Success Story

### Microsoft SQL Server Reporting Service (SSRS) to IBM Cognos Migration at Major Telecommunication Company

#### CUSTOMER PROFILE

- **Customer:** Large Global Telecommunication Company headquartered in Dallas, Texas
- **Revenue:** \$22B annual revenue in 2011 (Fortune 500 company)
- **Employees:** 250,000+

#### BUSINESS CHALLENGES

- A particular business unit within our customer organisation had a complex reporting framework around SQL Server Reporting Services (SSRS) which offered limited reporting capabilities especially around ad-hoc reporting.
- A large portion of the business logic for the SSRS reports were also contained within stored procedures and not in any normalized enterprise model.
- Business users were unhappy about the time it took for new reports to be created within SSRS- it took weeks and sometimes months for new reports to be made available.
- The IT group were also unhappy as they had to engage the services of expensive consultants that had done the SSRS reports previously. Due to the fact that a lot of the logic was in the stored procedures, replacing the consultants was almost impossible and any changes to existing reports or new reports always cost a lot of time and money.
- The customer decided to purchase Cognos for their Business Analytics requirements and within a 4 month period Tangentia and IBM had to get 100+ reports migrated, tested and production ready.

#### SERVICES PROVIDED

- Tangentia alongside IBM architected a scalable, user friendly and easily customizable reporting framework using Cognos.
- Logic in the stored procedures had to be moved
- Tangentia Business Modellers and Architects created an enterprise model with a three layer approach that comprised:
  - Import Layer
  - Business Layer
  - Presentation Layer
- Developed a cube for Hierarchy type reports.
- Provided a Reporting dashboard with drill through and drilldowns using the Cognos Portal.
- The project team including folks from the customer side, IBM side and the Tangentia team spanned 4 time zones within North America and Tangentia's Central PMO (Project Management Office) created a schedule for team meetings, peer reviews as well as client reviews to keep everything on track.



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#### **RESULTS**

- The Cognos cubes, drill downs and reports were well received by the Business Groups.
- The in-built exporting options in Cognos were very user friendly and didn't require any additional programming. PDF and excel reports could now be created on the fly.
- The report performance was a big win for the customers moving from SSRS to Cognos.
- SQL Stored Procedure dependency was taken away and this helped the customer save a lot of SQL resources and
- The 3 layered approach using Framework Manager with the Business naming and tooltips allowed easy "Ad hoc" reporting for end users.

#### **TECHNOLOGY USED**

- Cognos version 10.2 software (Report Studio, Query Studio, Analysis Studio)
- OLAP Modeling
- ReportNet
  - Framework Manager,
  - Report Studio,
  - Query Studio
- Cognos Configuration Management, Report Server Administration, Powerplay Enterprise Server
- Microsoft SQL Server 2008

#### **DELIVERY MODEL & TEAM SIZE**

- Tangentia Consultants working within USA from 4 locations- New York, California, Texas and Ohio.
- Working alongside IBM sales and project management teams who were themselves remotely located in multiple locations in USA.
- Total Tangentia team size of 8 consultants delivered the migration project on time and on budget.