

Renewing the basis for better insight

APC Europe brings its business intelligence platform to the next level with support from Clariba

As the global leader in plasma protein provider and applications research, APC needed better insight into their company's sales and financial performance and to better monitor their production activity.

Discovering the Problem

APC approached Clariba through its partner CDC Software with critical issues that brought serious concerns to the IT department and management and that needed to be resolved quickly.

APC's business intelligence (BI) environment, which was comprised of a CDC ROSS system and a legacy SAP BusinessObjects solution for business analytics that had become out-of-date. Even though the CDC ROSS environment and other APC IT infrastructure had been updated, the SAP BusinessObjects application was no longer supported by SAP. As a result, the IT department had to invest considerable time handling and resolving issues, with some of them being too difficult to tackle in this obsolete environment.

What is on the Horizon?

APC wanted to take their legacy BI platform to the next level, without losing the custom-developed metalayer they had built with SAP BusinessObjects to analyze vital information stored in the CDC ROSS system. Furthermore, the latest release of the SAP BusinessObjects platform had several modules that appealed to the management, such as dashboarding capabilities, additional control over meta data with search capabilities and the ability to access information from mobile devices.

Finding a Solution

APC quickly realized that Clariba with its migration expertise, international customer base and BI leadership was the right company and the right partner to upgrade their SAP BusinessObjects solution.

After conducting a migration study to assess the existing environment, Clariba's consultants then designed and planned for the migration. Based on customer requirements, Clariba installed the latest SAP BusinessObjects platform and then migrated all of APC's critical content. In addition, the Clariba team adjusted key reports to resolve accuracy issues and enhanced universes to include information that was not available to APC's business users before.

After the migration was completed, Clariba provided customized training to end-users and power-users to make sure they would make the best of the new tools they had available.



The Company

APC Europe S.A.

Industry

Animal Nutrition.

Objectives

- Upgrade obsolete SAP BusinessObjects platform
- Improve reporting process 2
- Enjoy new BI functionalities

The Clariba Difference

- Effortless, value-add migration
- Unparalleled expertise in legacy SAP BusinessObjects platforms
- Personalized training to ensure smooth transition

Customer Benefits

- Powerful platform
- Streamlined reporting process
- Accurate reports
- Access to additional BI functionalities and capabilities
- Lower TCO
- Better trained staff

"The Clariba consultant that worked with APC Europe delivered very good results. We believed that he was fully committed from the beginning and he always responded quickly to any problems."

Yolanda Galán
Head of administration - APC Europe

"The implementation process went quickly, according to the plan; the same happened with the training provided to our staff," says Yolanda Galán, head of administration at APC Europe.

Benefiting from the Results

Since the upgrade, APC is benefiting from a much more powerful and comprehensive platform. Now their reports are error free and business users are able to monitor KPIs that they did not have access to before. Also, with the new capabilities provided by SAP BusinessObjects BI, APC is now able to combine data from different sources in the same report, which helps them to make more assertive decisions.

The new BI environment is compatible with the latest operating systems, and the fact that it is a web-based platform allows everything to be centralized in one server, which decreases maintenance needs and in the end lowers the Total Cost of Ownership. This ultimately frees up IT resources at APC and allows them to focus on other critical issues.

A well-trained staff is now able to perform their tasks faster with minimal IT support, speeding up the internal information sharing process. Yolanda understands that changing end-user behavior is a slow process, and adds, "with our training hours we are trying to ensure end-users are able to improve their knowledge and tasks."

What's Next?

Clariba is following up with APC by offering additional support and training to fully meet their expectations. "So far we can continue exploring our databases by using SAP BusinessObjects, and in the future we intend on adding other databases to our insight pool" states Yolanda.

Now the two companies are discussing the possibilities to extend APC's BI developments to broaden the reach of the platform and provide business users with additional actionable insight to drive better results.



APC Europe - Improving the lives of animals worldwide

About APC Europe

Since 1981, APC - an LGI Company, has been proud to provide customers with high-quality functional proteins for animal nutrition. APC is recognized as the global leader in plasma protein fractionation and applications research for feed and industrial use. After 25 years, the R&D team continues to innovate and APC staff members have written more than 200 published journal articles and the company has been issued more than a dozen patents related to processing and feeding plasma proteins.

<http://www.functionalproteins.com>

About CDC Software

CDC Software is a worldwide provider of a variety of business management solutions. Clariba and CDC Software joined forces to provide all CDC customers with quality business intelligence services especially around SAP BusinessObjects systems.

<http://www.cdcsoftware.com>