

Support Service for Implementation of Business Intelligence

Business intelligence (BI) refers to the series of framework utilized by enterprises in which KPIs (Key Performance Indicators) are used to continuously monitor the results of corporate activities and targets are repeatedly corrected and reset, in order to execute their strategies.

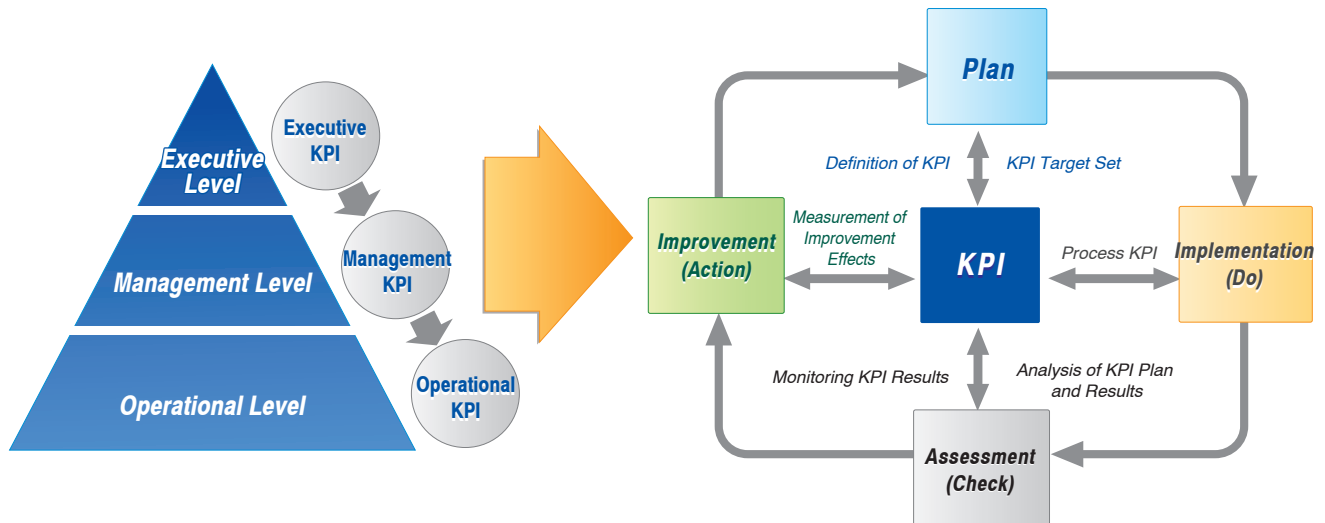
Simply implementing data warehouses and BI tools is not enough to realize the ideal BI.

The setting and assessment of targets based on a medium- to long-term management strategy, the consideration and implementation of improvement measures, and post-implementation operations that continuously respond to changes in the environment will become critical.

At ABeam Consulting, we offer comprehensive services associated with the implementation of BI.

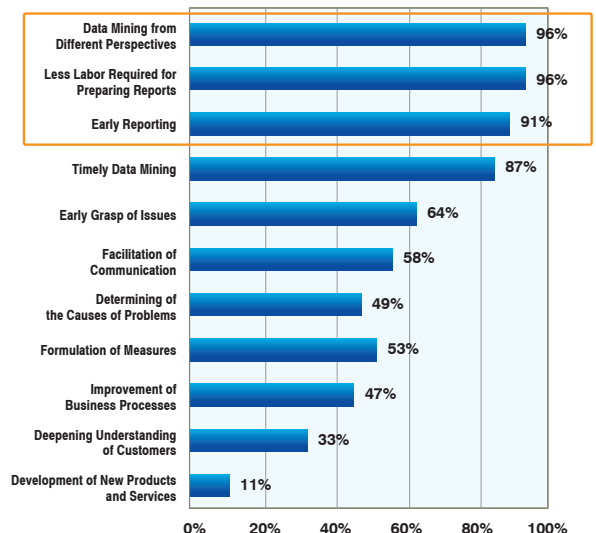
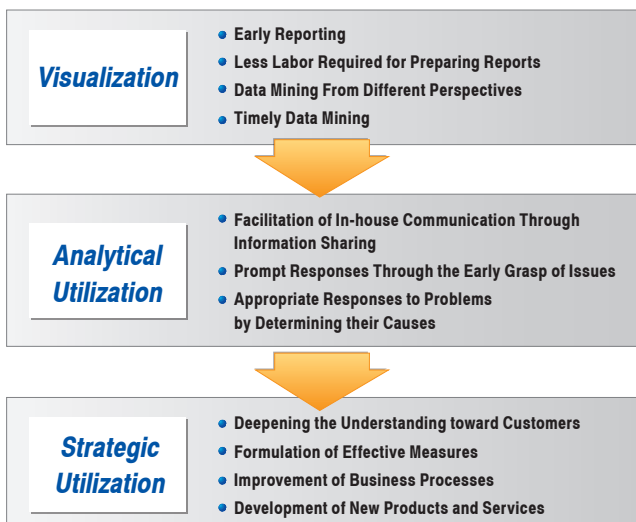
Overall Image and Features of BI

Comprehensive KPI management requires that the KPIs to be viewed by each level of the enterprise, i.e. the executive, management and operational levels are interrelated, and the executive KPIs are also needed to be linked end-to-end with the operational KPIs. Additionally, it is essential that the KPIs are embedded in the management cycle (PDCA cycle) and that the KPI management cycle is implemented at each of the executive, management and operational levels. The BI system is required to provide necessary and timely information to each of these three levels.



Issues facing enterprises that have already implemented BI

According to research conducted by ABeam Consulting, enterprises that have adopted BI may be divided into three levels ("Visualization," "Analytical utilization," and "Strategic utilization") according to the degree of BI utilization. Out of the 45 companies that have adopted BI, nearly 90% have said that BI has been effective as a means of "Visualization." However, only about 30% of the total number of companies believed that they had realized "Analytical utilization" or "Strategic utilization." In order to benefit from "Analytical utilization" or "Strategic utilization" of BI, it is necessary to not only implement the BI system, but also to take measures that will improve the utilization of the system. In addition to system implementation, ABeam Consulting provides comprehensive support for embedding BI and improving the degree of its utilization post implementation.



BI Implementation Roadmap

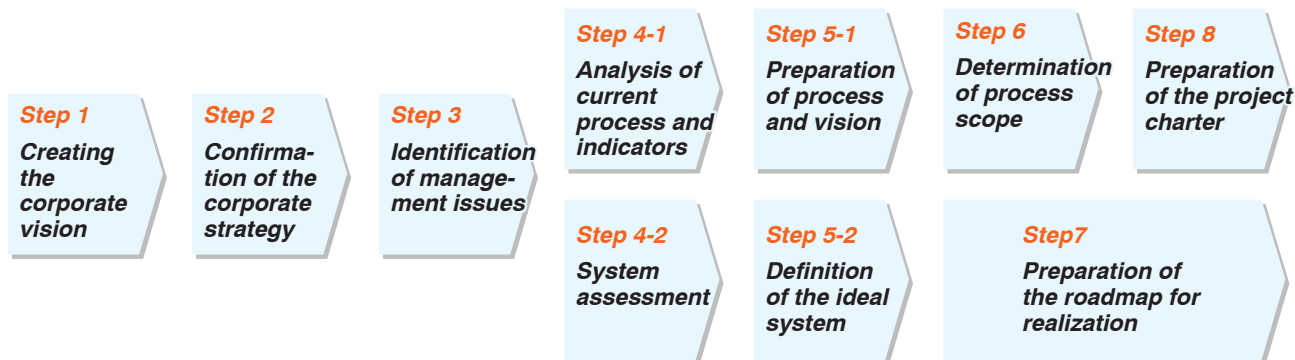
BI is implemented and embedded in stages according to the 5 phases of the ABeam methodology. Each phase defines the tasks to be conducted from the 4 perspectives of strategy, business process/organization, systems and people.

Typical tasks (example)

	Planning phase	Design phase	Development phase	Test / migration phase	Support phase after going live
Strategy	<ul style="list-style-type: none"> Organizing the Vision to be upheld by the company Definition of major KPIs Grasp of management issues Clarification of major points for transformation Materialization of points for transformation 	<ul style="list-style-type: none"> Analysis of return on investment 			<ul style="list-style-type: none"> Calculation of effects of transformation Analysis of return on investment Revision of KPIs
Business processes / organization	<ul style="list-style-type: none"> Grasping existing business processes and organization Formulation of future operation policy Preparation of policy linked to performance management 	<ul style="list-style-type: none"> Definition of necessary information Definition of reporting and screen Confirmation of basic business requirements Definition of the management cycle 	<ul style="list-style-type: none"> Preparation of the business manual 	<ul style="list-style-type: none"> Operational rehearsal Production migration of business processes and the organization 	<ul style="list-style-type: none"> Continuous monitoring of KPIs Link to performance management
Systems	<ul style="list-style-type: none"> Analysis of existing system functions Definition of core requirements of the system 	<ul style="list-style-type: none"> Verification of the prototype Selection of BI tools Design of system components Design of system details Definition of design standard 	<ul style="list-style-type: none"> System development and setting Preparation of test plan Preparation of migration procedures 	<ul style="list-style-type: none"> Comprehensive tests Migration rehearsal Production migration 	<ul style="list-style-type: none"> Function changes and additional responses Stabilization after going live and assessment of the degree of establishment
People	<ul style="list-style-type: none"> Confirmation of policy for raising awareness Definition of action plan for raising awareness 	<ul style="list-style-type: none"> Implementation and assessment of activities for raising awareness Formulation of plan for education and training 	<ul style="list-style-type: none"> Preparation of the operational manual Trainer training 	<ul style="list-style-type: none"> Implementation and assessment of activities for raising awareness Key user training 	<ul style="list-style-type: none"> Follow-up training

How to Proceed with the BI Planning Phase

Although the planning phase will proceed differently depending on the specific situation the enterprise is in, the BI concept will be formed according to the following procedures, in cases where no prior preparations have been made. When the issues to be addressed have already been clarified, the process will begin from the identification of the management issues in Step 3.



Key points of the Planning Phase

- Realizing top management's policy guidelines from a managerial perspective
- Creating the concept of "Visualization" in line with the needs presented by the management and strategy execution of each level
- Support in executing various management measures in line with the policies of the individual businesses to be executed in the next phase
- Systematization of KPI

Example of Systematization of KPI

