



**CASE STUDY**

**“SAP Data Quality and Reporting”**

SAP BI data maintenance, enhancement and new reporting development

# The Problem

A major Australian luxury retail group's critical operational system was experiencing data quality issues

which were impacting customer relations and regulatory compliance. Existing data quality detection and resolution practices were complex, unclear and unable to keep up with the volume of errors.

This situation was set to worsen as a legacy system was to be decommissioned and its customers migrated to a new operational system. The challenge was to reduce the number of data quality errors and increase business confidence in the data.



# The Solution

Powerdata Group reviewed the current state in order to address data quality and reporting issues.

This extended beyond the previous technical approach to address visibility to stakeholders, governance, business engagement and error resolution.

Powerdata Group has also introduced a comprehensive approach to data quality management through implementing Best Practise principals and controls .

# The Client

Our client is world recognised luxury retail group with offices around the world

Activities include:

- Cosmetics
- Tissue engineering
- Perfume
- Make up
- Sun Protection
- Hair care

**The retail luxury group approached Powerdata Group due to the company having issues dealing with a range of data related problems.**



## Detailed Tasks

- Powerdata Group consultants liaised with the client, Infrastructure and Solution Architects to assist with architectural decisions and supported the ETL Design, Development and Testing of the reporting solution.
- Working within the Financial Planning and Analysis team liaising with key stakeholders of the business across the Asia Pacific region regarding SAP Business Objects reporting, dashboards and data requirements.
- Responsible for providing support to the production group, from initial contact with the business units through to requirements analysis and then delivering reporting solutions into the Production environment.
- Part of the Centre of Excellence team of developers, programmers and analysts providing the business reporting and analysis from the central information hub.
- Extracting data from the legacy systems (SAP R3/Mars/SFA/FM) and loading the Staging area using SAP Data Services.
- Performance tuning of SAP BODS jobs that are taking long time



# Outcomes

our team provided cost effective data quality solutions that vastly reduced the number of errors.

As a result the business is able to ensure regulatory compliance and operational and transactional reporting with accurate, trustworthy data.

There is confidence across the business that data is reliable and can be independently audited.

This has also had a direct impact on customer service through more accurate reporting across many areas.

Increased Customer Loyalty:  
Providing business insight on how to offer right products to right customers at the right time .

# What our clients say



We have an excellent relationship with Powerdata. They have helped us through a challenging transition and we have a very high degree of confidence in them. They are excellent communicators and very customer-focused. It's a highly professional organisation and we had a lot of very positive feedback from the business.

Many processes throughout our organisation were still done the old-fashioned way, and we knew that was causing problems both in terms of employee performance and overall profitability. When we contracted Powerdata to implement a new line-of-business application, we didn't know how much improvement to expect from the bottom line. To say the least, we were pleasantly surprised..

Powerdata's developers and application consultants made this project a success. Their ability to deliver a complete system capable of integrating with our Microsoft Office applications, and automate we reporting on the status of our projects improved our client services and helped us achieve bottom line results.