



ClearPeaks

Breathing new life into the corporate reporting process

Adeslas rejuvenates its BI platform by migrating to Business Objects XI

Progressive health insurance providers like Adeslas need rapid and reliable access to policyholder data in order to deliver the quality services that their customers have come to expect.

Recognizing the limitations of utilizing an outdated business intelligence tool, Adeslas sought out the help of ClearPeaks to improve the vital signs of their reporting process.

Diagnosing the Problem

Although Business Objects 5.1 was meeting the reporting needs of end-users at Adeslas, the version started to show its age behind the scenes. The BO Administration team found themselves manually refreshing and distributing reports and dashboards to end users – an extremely time consuming process.

The BO Administration team also identified limitations in product and platform functionality. In addition, they found the lack of integration capabilities with their existing IT infrastructure problematic. And with limited support available for their outdated version of Business Objects, the BO Administration team was spending valuable time responding to and dealing with issues.

The ClearPeaks Remedy

Adept at working with Business Objects XI, as well as legacy versions of Business Objects, ClearPeaks was in an ideal position to plan and oversee the BO migration at Adeslas.

ClearPeaks consultants conducted a migration assessment study to audit the existing BusinessObjects 5.1 environment. They then designed and planned for the migration based on customer requirements.

Following a brief testing and refinement phase to ensure the functionality of reports and universes, ClearPeaks consultants proceeded to migrate more than 50 Adeslas users to the Business Objects XI platform.

The 'critical condition' within the BO Administration team improved almost immediately. Reports that were previously refreshed and exported through a manual, time consuming process are now refreshed and published automatically with no administrative interaction. Moreover, the transition was essentially seamless to end users, who continue to access the platform via a customized web portal.



The Company

Adeslas

Industry

Health Insurance

Objectives

- Replace outdated BusinessObjects 5.1 Platform
- Improve reporting process by consolidating information in one place and automating delivery

The ClearPeaks Difference

- Error-free migration with a minimal impact to the end-user within just three weeks
- Unparalleled expertise in legacy and current Business Objects platforms
- The only company in Spain with a BO XI Migration Specialist Partner certification

Customer Benefits

- Automation of report delivery and distribution to users
- Integration with IT platforms and security policies
- Best-in-class performance management, reporting, query & analysis, and data integration
- Access to additional functionality and capabilities of BO XI





“ClearPeaks understood our BI requirements from the beginning. As a result of their Business Objects expertise, this was the easiest migration we have ever experienced in the IT systems area. The project was delivered to the fullest satisfaction of the BO Administration team and end users.”

IT Manager
Adeslas

Optimal BI Health and Wellness

By applying the best practices of Business Objects and the experience gathered in prior migrations, ClearPeaks' consultants were able to provide a smooth migration with minimal impact to the end-user base. ClearPeaks also led the effort of transitioning old customized developments to the new platform without the loss of any functionality. This was achieved not by deploying an 'out of the box' installation, but by planning an adapted migration aligned to the customers' expectations.

With the migration to Business Objects XI, Adeslas has not only updated its BI environment, it has achieved a tighter integration with the IT platform and security policies. Single-sign on access to the various modules of Business Objects has improved the end-user experience and reduced the administration overhead. In addition, a two-machine cluster with storage area network (SAN) integration ensures optimal load balancing, as well as failover in the case of system failure.

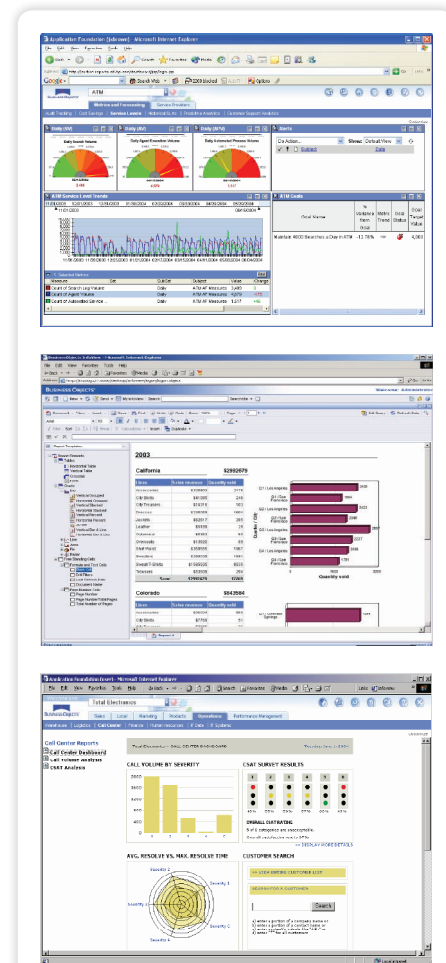
In addition to automating and centralizing the reporting process and reducing the manual intervention required, ClearPeaks also unleashed the powerful functionality of Business Objects XI for Adeslas. With their BI platform now on par with the current market options, Adeslas is benefiting from the many additional capabilities that are bundled with Business Objects XI. For example:

- Business Objects' Scheduler now delivers the required information on time and error free to the desktops of Adeslas employees. This has not only freed up the valuable time of the BO Administration team, but has also increased end-user satisfaction as correct and timely information delivery is guaranteed.
- The BO Administration team is now capable of creating backups of the entire deployment in a straightforward process using a few mouse clicks.
- Detailed user statistics, delivered through the BO XI audit capability, allow the BO Administration team to better understand the usage of their system, ensure compliance and provide targeted client support.

Next Steps

Upon completing the migration, ClearPeaks consultants provided training and hand-over support to the BO Administration team at Adeslas.

The new capabilities of Business Objects XI will allow Adeslas to expand the reach of its business intelligence platform to a wider network of users – something the company is now evaluating for its regional offices.



Sample Business Objects XI Dashboards

About Adeslas

Adeslas is a leading health insurance company in Spain with over two million policyholders. Their strategy is based on quality services, customer care and the company's awareness towards prevention and the promotion of a healthy lifestyle.

The major shareholders in Adeslas are the Agbar Group and the French organization Médéric. For more information on Adeslas, visit www.adeslas.com.