

ENSIOR FOR COMPASS GROUP

Compass Group now works leaner and smarter than ever thanks to BI4SAP Live

BI-solution offers insight in all (non-) SAP systems



COMPASS GROUP CASE STUDY

Compass Group is a subsidiary of the largest catering company in the world. It used SAP and several other systems but could not respond in time to questions coming from within the organisation. Thanks to BI4SAP Live by Ensior the company now has the quickest access ever to all the insights needed in order to operate efficiently and implement improvements.

COMPASS GROUP

Compass Group PLC is the world leader in food and support services. In the Dutch market Compass Group operates catering under, among others, the Eurest label. "Eurest is big in business catering," explains Joris van de Rijt, Financial Director of Compass Group. "We provide catering services to government, business markets, industry, colleges and universities, utilities and healthcare. We also increasingly deliver soft services such as maintenance, reception and cleaning." In the Netherlands Compass Group operates at some nine hundred different locations.

"Ensior's people are much more than just technicians who come and install a tool. They are committed, hands-on and ask the right questions."

- Joris van de Rijt, Financial Director Compass Group -

101 DATA REQUESTS

Van de Rijt leads a team of 25 responsible for finance and IT within Compass Group. He needs to have access to the appropriate figures at all times. "We get 101 different data requests regarding finance, HR and operations. Having the answers to these questions will help us operate more efficiently and better." Compass Group operates on a solid SAP base. Around this the company uses several other (non-SAP) systems. To get the answers to the 101 data requests, exports were required from multiple systems. Those figures were subsequently processed manually using Excel. That is very time consuming. "For example, some customers want a certain percentage of the products in their company restaurant to be sustainable. To determine

whether you meet this requirement, you need to compile reports which show what's on offer in such a company restaurant and just how sustainable all those products are. To do this you need to combine information from many different sources. Previously, compiling such a report was a major effort."

COMPLETE BI-PLATFORM

This had to be done differently. Compass Group therefore decided to do more with BI by merging data from SAP and all surrounding systems into one single BI environment. After a careful selection process, the company opted for BI4SAP Live by Ensior. BI4SAP Live is a complete out-of-the-box BI platform. It offers insight into virtually all SAP ERP modules and related systems. And that all in one, single, uncluttered environment. Ensior set up the system completely and built reports and dashboards around Compass Groups 25 most important KPIs. Furthermore, Ensior BI experts trained up eight key users. After this training the Compass Group people could build their own reports and whenever necessary, with additional help from Ensior.

COMMITTED AND HANDS-ON

Van de Rijt looks back with satisfaction at the process. "The people from Ensior are far more than just technicians who come and install a tool", he explains. "They are committed, hands-on and ask the right questions. Now there is much more focus. Information questions are answered more quickly. Defining our margins has become easier. We can now see at a glance what the ten best-selling products are today. That kind of information is very valuable in optimising our selection and running our organization. We used to be always looking back. Thanks to BI4SAP Live it is becoming easier to look ahead too."

ABOUT ENSIOR Ensior is the leading expert in Business Intelligence (BI), having built up a highly impressive track record since it started in 2002. Ensior, which is derived from the word 'ensure', lets organisations get a grip on their processes and get the information they need on time. We give our clients a competitive edge by giving them proven BI technology and the benefit of our knowledge of business processes. Ensior's commitment to quality and our pragmatic approach have given us an excellent reputation in the various markets we operate in. Our highly qualified professionals can provide efficient and reliable services. [Ensior: Making Business Intelligence Work](#)

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