

ENSIOR FOR SITA

Towards the enhancement of business intelligence

Sita fine-tunes performance with intelligence agility



SITA CASE STUDY

SITA is one of the top three organisations in the world in the area of waste management and market leader in Europe, Asia and South America. In the Netherlands, SITA provides services to over 80,000 companies, nearly 90 municipalities and over 1.5 million households.

THE CHALLENGE SITA FACED

As a result of merging SITA operations in the Netherlands with the Flanders region of Belgium, a single compatible business intelligence system was required as part of the consolidated company's business transformation strategy. They had a clear approach in mind for aligning the management information systems of the former enterprises. For SITA, information management was identified as a critical component of the company's future. Hence, SITA was faced with the task of redefining their overall information management approach. This was imperative in order to meet the demand of its expanding business at lower costs.

“The Ensior team helped us during preparations and in establishing the execution requirements for our next generation business intelligence strategy in the most careful and reliable way.

That's exactly what we needed!”

- Maurice Koonings, BI Manager, SITA

ENSIOR'S SOLUTION

In order to achieve the high level of business agility Sita required, Ensior was engaged to transform the enormous amounts of data into actionable intelligence for successful and versatile operations. The key to successful realisation is delivering the right information to the right people at the right time. Ensior's approach consisted of carefully planned actions. The loading of the Data Warehouse for Flanders was rebuilt

using the Business Objects Data Integrator to conform to the Dutch business' specifications. This lowered overall maintenance costs considerably. In addition, performance tuning was carried out, reducing the load-time from 30 to six hours, or a reduction of almost 80%. This enabled overnight loading of critical data, which previously had been refreshed on a weekly basis only. Given the sheer volume, a system usage audit was also conducted in order to select a subset of the large quantity of the reports created in the past. From more than 1,000 reports, only 10% were selected and defined as a standard for future use. In addition, Ensior provided a specific training course for users focusing on knowledge transfer and individual business issues. The success of SITA's partnership with Ensior depended on both technical functionality and the creation of the IT-to-Business lexicon.

THE RESULT

In doing this, SITA now has identified a thorough cost of ownership model where information is refreshed on a daily basis and delivered in a timelier and accurate fashion. The advantages include being able to respond to changes much more quickly, to allocate costs more efficiently and to improve customer service. Building on this state-of-the-art framework, Ensior has supported SITA in laying down the foundations for a more proficient BI platform for broader European use. In this way, Ensior is helping SITA prove and retain its position as the European market leader.

ABOUT ENSIOR Ensior is the outstanding expert in Business Intelligence (BI), having built up an impressive track record since it started nearly ten years ago. 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 provide efficient, reliable service. **Ensior: Making Business Intelligence Work**

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