

EXPERTISE

# BI Support



Making Business Intelligence Work

# YOUR BI INVESTMENT IN RELIABLE HANDS

Your organisation is imposing ever-higher requirements on the availability and correctness of information. A proactive approach to your BI environment management is required if this is to be guaranteed. Ensior's BI Support services offer just such an approach, combined with certified expertise and many years of experience. It is not merely part of an international helpdesk: it is local support, from people who know your specific BI implementation and your organisation. Ensior offers software and solution support for BI tools such as SAP BusinessObjects.

## THE CHALLENGE

Incorrect reporting, failure to load data into the data warehouse, BI software errors... where can you find the solutions? No two BI environments are quite the same. The data sources always differ in terms of their nature and technologies, and every BI and data warehousing environment has its own technical setup and specific dynamics. This requires a specialist support desk.

As well as knowing the BI tools used, supporting the management and maintenance of your BI environment requires detailed understanding of your application landscape and in particular your BI architecture. Insights into the way that BI supports your business processes are indispensable - another aspect Ensior can offer.

## GO FOR QUALITY: CHOOSE ENSIOR SUPPORT

Our many years of experience with all aspects of BI mean that Ensior provides reliability and quality, offering both Software Support and Solution Support.

**Software Support** is available for any organisation that uses SAP BusinessObjects. You can let Ensior take on the SAP BusinessObjects support contract. You are then guaranteed to get new versions and patches and you can use Ensior's local support organisation. Ensior is a certified Support Partner for SAP BusinessObjects.

**Solution Support** is available either with or without Software Support, letting Ensior take the worries of managing your complete BI landscape out of your hands. This type of management is reactive and proactive and it is one less thing for your IT organisation to be concerned about.

**ABOUT ENSIOR** Ensior is the outstanding expert in Business Intelligence (BI), having built up an impressive track record since it started in 2002. Ensior 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 high-quality professionals ensure efficient and reliable services. **Ensior: Making Business Intelligence Work**

Ensior provides the following support services:

- **Incident management:** Resolving problems with the BI tool or the overall environment
- **Preventive management:** Regular on-site and off-site maintenance, e.g. a fixed number of days' support
- **Change requests:** These are requests for extensions and changes to your BI solution
- **Support and questions by phone**

The Ensior helpdesk can be reached by telephone during office hours. You can report incidents and inspect their status 24 hours a day, 7 days a week via e-mail or our Support Portal. Ensior is in direct contact with the SAP organisation to ensure that solutions can be found quickly and that the impact of the disruption on your business operations can be minimised. This means you are assured of 2nd line and 3rd line support.

## THE BENEFITS OF ENSIOR SUPPORT:

- A committed and reliable BI specialist
- Many years of experience and quality
- Support in Dutch or English
- Access to the support portal 24 hours a day, 7 days a week
- A single point of contact for all your BI issues

Choosing Ensior means you get a committed and reliable partner. We will help you progress your BI ambitions successfully and protect your investment.

**ENSIOR B.V.**  
Hoofdstraat 91  
3971 KE Driebergen  
The Netherlands  
Tel: +31 (0) 30 630 1052  
[www.ensior.com](http://www.ensior.com)



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