

SERVICE OFFERING

Business Intelligence Competence Centre



ensior

Making Business Intelligence Work

THE VALUE

It is required to be constantly on top of the various systems within your supply chain; from managing and planning your resources to monitoring the success of services to clients. Adapting your operations to meet the increasing synergy required between the various silos within your organisation is a battle. Companies are therefore paying increasing attention to their Business Intelligence (BI) investments in order to save time and increase productivity. The creation of a BI Competence Centre (BICC) has bridged a significant gap towards streamlining operations and improving customer value.

BI has been around for decades but it is only recently playing a strategic role in many organisations, a role which translates strategy and vision into actionable decisions and bottom-line revenue. A BICC is being driven exponentially by:

- The demand to reduce costs;
- Prove track record;
- Improve customer response times;
- Improve reliability and predictability;
- Comply with governance and regulatory guidelines.

STEP 1: MERGING MINDSETS - Rallying the Troops

Traditionally BI has been located within the IT department. However as demand grows for information, so too has the role the business plays in producing it. Therefore an IT-driven BI team must be transformed into one with expertise in both the business and the technology. Ensior has the skills and knowledge to help you glue these pieces together. This is a fundamental first step for the success of a BICC.

STEP 2: SETTING OBJECTIVES - The BICC Charter

Once common ground has been achieved (consensus between the business, IT and the executive sponsors), the next step is the development of the BICC Charter. This Charter outlines

not only the purpose of the BICC but also the role it fulfils and provides a unified way of working. It characterises and articulates steps towards improving the organisation's performance management and strategic objectives using BI and devises ways in which they are monitored and improved regularly.

STEP 3: ENSURING CONTINUITY - Living the lifecycle

To generate true value from your BICC, it's important to not only focus on its deliverables but to ensure its longevity as well as to guarantee satisfaction and self-sufficiency. Creating a trust in the fact that the 'BI Lifecycle' and the 'Single Version of the Truth' are unambiguous.

CONCLUDING

One thing is becoming more and more certain; with the ongoing demand for performance, the value of the BICC is becoming more apparent. Organisations now understand through the realisation of a BICC, that they are able to achieve greater competitive advantage and exercise more control over their costs and operational budgets. Ensior's team of professional and skilled consultants is fully equipped to support you in realising your BICC objectives.

ABOUT ENSIOR Ensior is the Business Intelligence specialist with an extensive and proven track record of almost a decade. We ensure organisations achieve maximum hold on their business processes and enable them to access the necessary information in a timely and accurate manner. Through the application of proven BI technology and our knowledge of the underlying processes, we give our customers a competitive edge. Ensior's commitment to quality and our pragmatic approach underpin our successful reputation in the various industries in which we operate. With offices in the Netherlands, the United Kingdom and South Africa, our team of highly skilled professionals empowers Ensior towards efficient and dependable service delivery. Ensior: Making Business Intelligence Work

ENSIOR B.V.

Marconibaan 10B
3439 MS Nieuwegein
The Netherlands
Tel: +31 (0) 30 630 1052
Fax: +31 (0) 30 630 1343
www.ensior.com

ENSIOR Ltd.

3000 Cathedral Hill
Guildford, GU2 7YB
United Kingdom
+44 (0) 1483 243 558
+44 (0) 1483 243 501



ensior

Making Business Intelligence Work