

Techy-wiz consultants case study– futuristic BI applications on SQL Server 2008

Accenture/Avanade wants to demonstrate a solution that would help consulting firms in streamlining their business operations by offering stakeholders the right information to enable them make informed business decisions there by leading to better alignment to defined business goals.

This is illustrated through a realistic client scenario as described below. Techy- wiz consultants is a symbolic company chosen for story boarding.

Techy-wiz consultants is a mid sized global IT consulting firm with a strength of around 5000 employees spread across 5 different locations. With their rapidly growing business and a corresponding growth in their headcount, their cost of operations has also gone up. While they have been successfully able to manage their top-line sales, they now want to maximize their margins by being able to cut down on operational costs by streamlining their business operations process.

Business Goals

- ▶ Maximize margins by effectively managing the bottom-line by
 - Ensuring optimum utilization of man power
 - Maintaining optimum bench of right skilled resources
 - Optimally balancing demand and supply

- ▶ Ensure high customer service level by
 - Making appropriate skilled resources available at a short notice for existing customers
 - Be able to staff new projects at any of the company locations in a short notice

▶ Current systems

The customer already has the following systems in place

- CRM to manage pipeline and customer information
- Demand managing application to manage resource requirements
- Scheduling software that stores resource scheduling information

▶ Technical requirements

- Depict single version of truth
- One integrated solution
- Aid in informed decision making
- Provide relevant information to relevant stake holders
- Low cost of ownership for the solution developed
- Ease of access and low training cost