



# Mindboard

Leading the curve in modernization of today's enterprises

MBE/DBE: CA, FL, GA, MA, MD, NY, OR, PA, SC, VA, VT  
NAICS: 541512, 541511, 541513, 541519, 561611, 561612, 561613  
PSC: D308, D399, R425, D302, D306, D301, D314, D310, R799, R699, R799, R703 R699, B524, R422



## Case Study: Verizon Enterprise Solutions (VES)

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Established in 2011, Mindboard is an enterprise modernization firm specializing in assisting clients to improve their operations across corporate functional areas. Mindboard's technology strategy streamlines implementation through strategic assessments, risk analysis, engaging best practices in user experience, and leveraging focused technology product lines for the best outcomes.

### Client Profile

Verizon Enterprise Solutions (VES) keeps businesses moving forward through facilitating and enabling connectivity, collaboration, customer experience, Internet of Things (IoT) and/or mobility through integrating across verticals, channels, and portfolios to control costs, boost security, and keep customers happy.

### Objective

Provide expertise in the implementation and organization of OBIEE; including evaluation of DHW structure, repository development and modeling, knowledge transfer to in-house developers, security, release processes and best practices.

### Background And Solution

The Performance Management Reporting and Analysis Group is responsible for the development of, delivery, and of providing on-demand operational and performance analysis reporting. The group wanted to migrate the existing reports (.NET/C#, SSRS with Oracle 11g) and models to the Oracle OBIEE platform; providing executive to center to rep-level reporting from fully integrated dashboards to "delivered" reports to ad-hoc reports. The business team was in the process of implementing OBIEE using new IT-managed/administered infrastructure when Mindboard engaged this project. For this project, Mindboard partnered with Accenture.

This project scope included:

- Evaluation of the current data warehouse (DWH) structure
- Repository development and modeling
- Scorecards and report development
- Team development (knowledge transfer, training on application security and release processes)

During Phase I, the Mindboard's OBIEE Hands-On-Consultant-Team reviewed the existing ("as is") ETL/database and evaluated the amount of expansion expected within the timeline of the project. This included the outlined development of subsets for four subject areas and population through the Admin Tools provided in the Standard Edition Client. The Scorecard RPD was deemed sufficient to allow flexibility (Kimball). Phase 1 deliverables were Data Structure Evaluation Report.

During Phase II, Mindboard's focused on readying the data model for dashboard and reporting integration. Utilizing Agile-SCRUM, the data model was developed in conjunction with business users and DHW developers. Of note, care was taken to allow the model to specially address global, international, national, and regional reporting needs. The model, sourced from multiple reporting tables, allowed for complex dimensionality while also being tuned for optimal user experience. The resulting reports allowed users to drill to various provision and order-level detail. The end result of Phase II was the acceptance of the dashboard and reporting solution, and the improvement of the ability for Performance Management Reporting and Analysis Group to deliver the needed reports in a shorter timeframe.

### Capabilities Utilized

#### Project Management

Data and Information gathering; information analysis; establishment and maintenance of KPIs

#### Data Structure Evaluation

Data model generation; dashboard and report integration; Data scorecard implementation