

# CGI

Experience the commitment®

## Less haste, more speed

SAP HANA SOLUTIONS FROM CGI



# Introduction

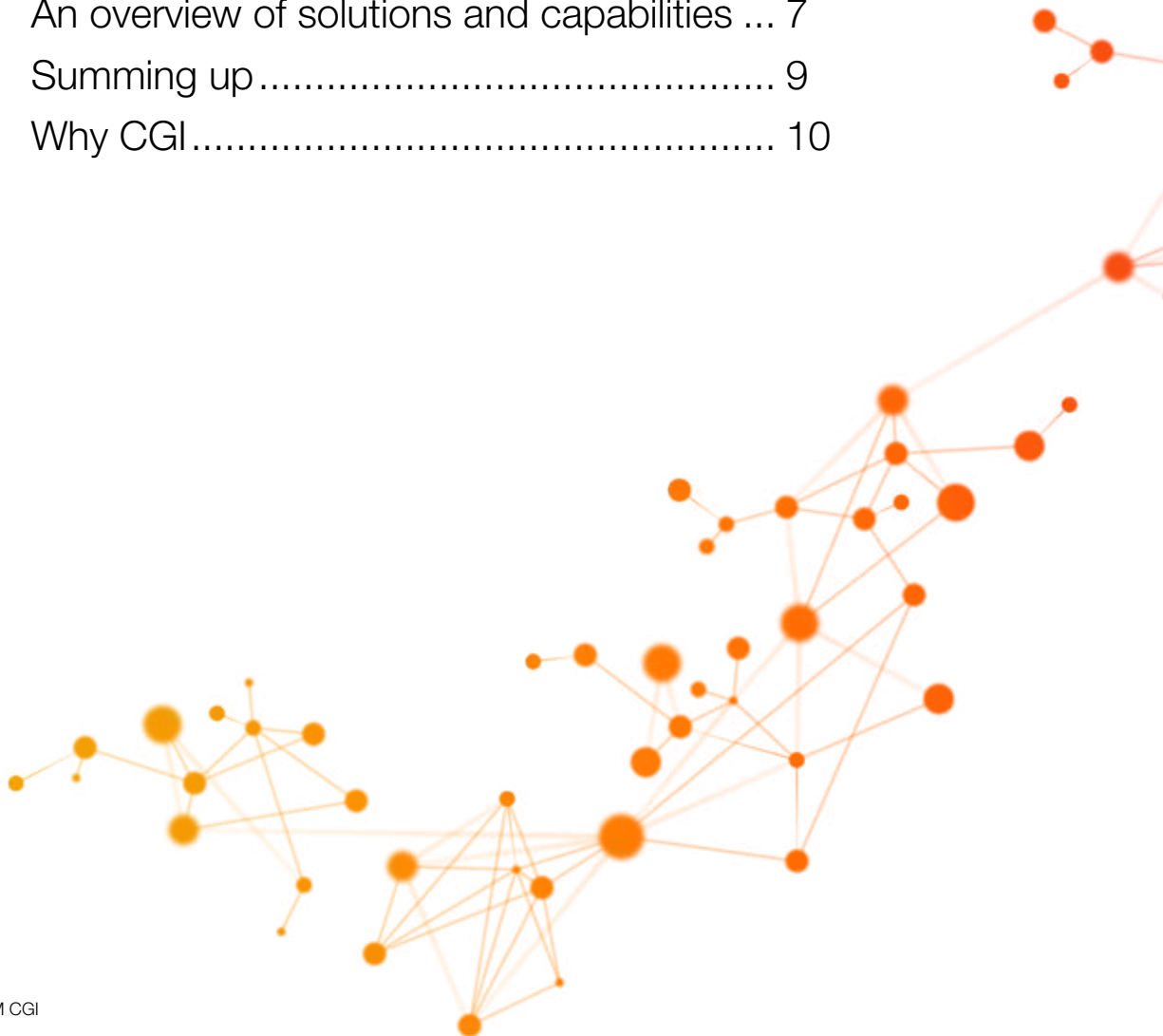
What would it mean for your business if you could:

- see the status of your company as it is right now across the entire enterprise?
- know your customers as they are right now not as they were days, weeks or months ago?
- act on up-to-date information right now without delay.



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# The vision

**C**onsider the impact of real-time information on your business performance. The power to be able to gain insight about what is actually happening NOW offers the opportunity to make decisions and take actions that give you a competitive edge.

Utilising SAP's HANA platform you can now query multiple types of data sources in real-time, at speeds and volumes like never before. Giving you:

- improved customer service
- increased sales
- reduced fraud
- enhanced profitability
- improved planning.

In other words, giving you an edge in a fiercely competitive global marketplace.

The power to act immediately on up-to-the-second business and customer information comes from being able to:

- gather and process information continuously, in real-time and without delay
- make that information available immediately across the enterprise so business processes and applications can take advantage of real-time information
- leverage the knowledge derived from the real-time information to manage the business, serve customers and solve critical business issues.

Transform: • Information into insight • Insight into knowledge • Knowledge into action

# The barriers

**T**raditional solutions and applications present various obstacles to creating a business that can operate at the speed of now. In the old way of doing things:

- existing systems don't communicate effectively with new systems
- IT acquired through mergers and acquisitions is often incompatible with existing systems
- each line of business is often an IT island unable to share information with other parts of the enterprise
- retrieving customer records and business data can be costly and slow so that this valuable information is not exploited
- everyone and everything must wait until transaction and periodic data processing has been completed
- it's difficult to handle the increasing volumes of data being generated and captured on a daily basis.

Disparate systems, latency between systems, and delays during batch processing all adversely affect the speed at which business can react to emerging trends; and the ability of organisations to plan, analyse, market and deliver has suffered accordingly.



# A successful track record

**S**AP HANA has the ability to process information and transactions continuously. With HANA you no longer need to wait for batch processing to be completed before retrieving the latest data.

SAP HANA provides direct access to operational data without affecting the performance of the SAP ERP application or any other operational software. Organisations can synchronise key transactional tables in near-real-time in-memory, making these tables easy to access, analyse and look up. Once data is available in-memory, departments can instantly look up individual line items from massive lists like booking documents, sales leads, or service requests - with no impact on the operational system.

The smooth workflow and modelling of SAP HANA supports direct-access for detailed line items, as well as models for more complex analytic processing. SAP HANA provides support from idea to analysis. The support and workflow covers the entire process:

- identifying relevant operational data (the raw data to be transformed into relevant information)
- generating semantically grouped information in models
- publishing the completed models.

## It's not new ideas that scare me it's old ones

We like a challenge. We entered the SAP HANA InnoJam challenge in competition with over 100 contestants worldwide. Up against six great contestants, team CGI reached the top three.

Our solution was based on a real life scenario we dealt with for one of our major clients in the Oil & Gas industry. This scenario combined with a strong use case for our speech driven BI solution, was recognised by SAP leadership as a winner.

What sets SAP HANA apart from traditional analytic models is the absence of any materialisation - all models are purely virtual and calculate results based on the underlying detailed operational data. The absence of materialisation means making changes to models is straightforward and fast.

SAP HANA can access any data. In situations where organisations require operational data from non-SAP applications or would like to expand existing analytic models, any source of data can be used as a foundation in SAP HANA. Non-SAP operational data will be loaded in-memory in SAP HANA, enabling businesses to generate a complete picture for a specific business situation using a very lean process.

The web-based modelling environment provided by SAP HANA increases user autonomy. They can readily create new analytic models based on semantically enriched views that turn raw operational data into understandable and relevant information to make business decisions at the speed of now.



# SAP HANA win scenarios

## Financial Services

### Problem

While on holiday, your customer is using an ATM for the third time, even though he has already exceeded his daily cash limit. This situation could represent a turning point in your relationship with the customer. Will your response trigger frustration, increase loyalty or even reduce fraud?

### Win scenario

SAP HANA can provide the information to recognise the importance of the customer and context in which the withdrawal is being made and make an appropriate decision.

## Telecommunications

### Problem

One of your mobile phone customers is in Paris when she becomes a victim of cloning, and she is not yet aware of the situation. Imagine her frustration and panic when she receives a bill for thousands of pounds for calls to Bangkok, Singapore and Kuala Lumpur.

### Win scenario

SAP HANA provides up to the second information that your fraud detection department needs to stop theft of service and inform customers before they are even aware of the problem.

## Airlines

### Problem

Bad weather has affected your flights, and planes have been diverted to alternative airports. This situation means that you need to re-schedule and re-roster flight staff to comply with the aviation authorities' regulations.

### Win scenario

Rapidly re-schedule and re-roster flight staff to comply with the aviation authorities' regulations. What's more, apply the change in flight miles to aircraft maintenance records and highlight changes in predictive failures.

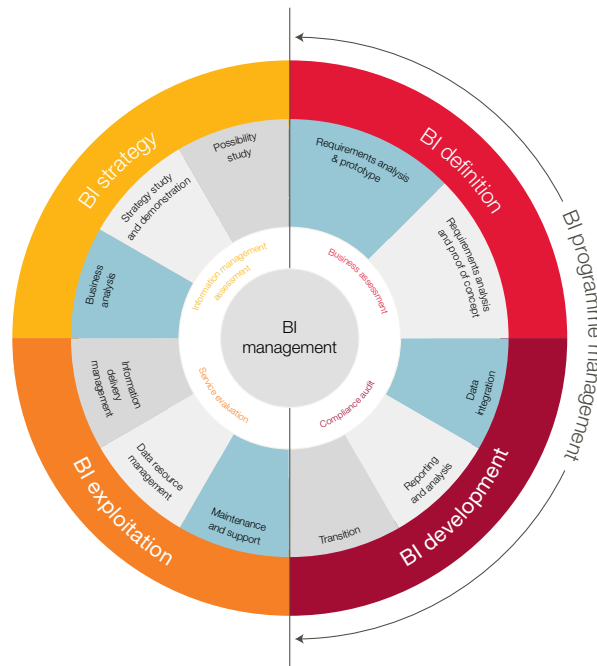




# An overview of solutions and capabilities

While turning your organisation into a 'real time enterprise' carries tremendous potential, every client has a different set of needs. We understand this and tailor our approach to maximise the benefits for you.

We divide our methodology into four quadrants and link them together via BI (business intelligence) lifecycle management. This is our BI framework.



We want to be sure to deliver what you expect.

### It all comes together in four phases

We want to be sure to deliver what you expect.

**HANA/BI strategy** - what you need. It is based on a feasibility study, and is adjusted according to your strategic goals.

**HANA/BI definition** - takes the strategy and uses it to determine, or adjust, where your HANA initiative should be headed.

**HANA/BI increments** - used to design and develop your HANA analytical and reporting applications.

**HANA/BI exploitation** - makes sure your HANA solution is always available and reliable through better data resource management.

### The impact of each quadrant

To make sure that business and IT, as well as change and service, are working in harmony, specific departments or individuals need to take charge.

Upper two quadrants - should be driven by the business side of your organisation.

**Lower two quadrants** - need strong commitment and involvement from your IT department.

**Right-side quadrants** - are change-driven and should be managed separately.

**Left-side quadrants** - part of your day-to-day Business Intelligence operation.

### The vision that answers your mission

Used correctly, HANA is your true business enabler. We have outlined its business benefits, however what makes our approach truly unique is the input and thinking of our people before developing the solution.

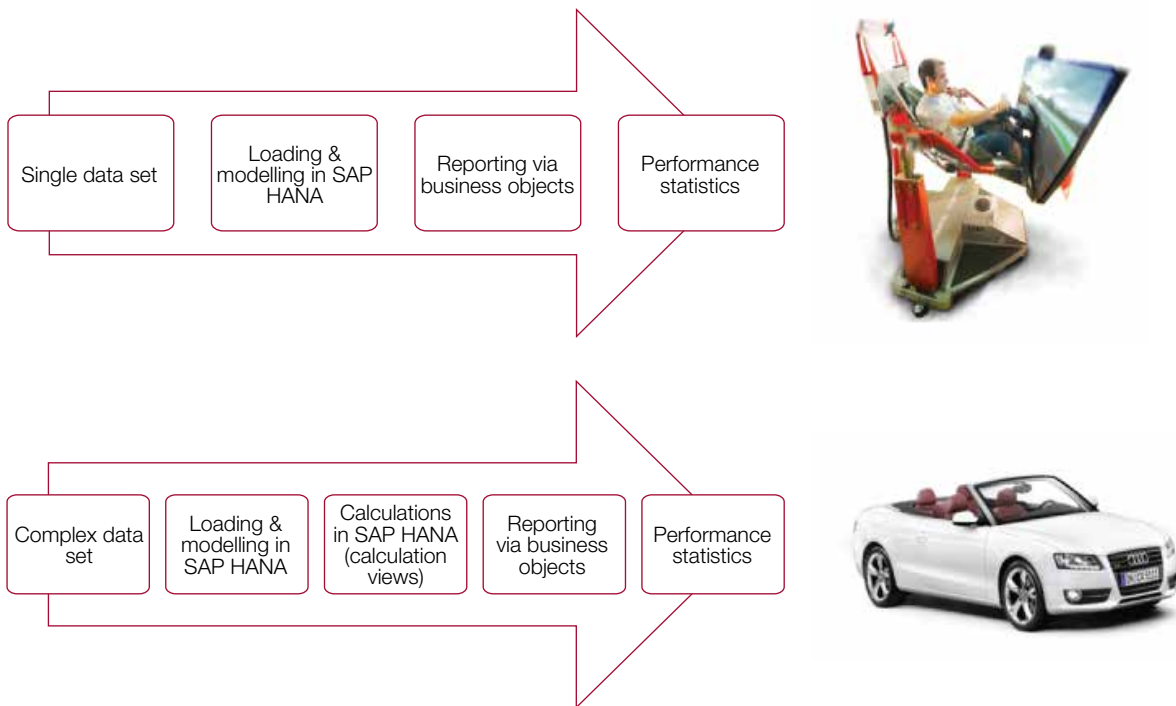
We'll sit down with you on a one-to-one basis to get closer to your business challenges. And develop a HANA solution that really works for you.

You talk, we listen, and then we act...

Ours is a truly consultative approach that supports your HANA initiative, by putting incisive information at your fingertips. So you're making informed and correct decisions at the precise moment when called upon - doing business at the speed of now.

**Seeing is believing**

We can show you the benefits of HANA based on your own business critical dataset by using our “HANA Test Drive” proof of concept. Showing the speed and agility of HANA within a matter of days.



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**New measures**

The roll out of 53 million smart meters in Great Britain (to start in 2014 and be completed in 2019) will play an important role in the country's transition to a low-carbon economy. It will also help to meet some long-term challenges in ensuring an affordable, secure and sustainable energy supply.

Smart meters are able to provide a meter reading every 30 minutes. This is over 4,000 metering readings per quarter instead of today's one. This will provide an enormous amount of data available to consumers, energy suppliers and distributors. A tool capable of processing such enormous amount of data in real time would enable all stakeholders to make smart decisions on using, supplying, distributing and buying energy.

The SAP HANA application is designed to process huge amounts of data in real time to enable businesses and people to make decisions using up to the minute business intelligence.



# Why CGI

In today's economy, change is the only constant. So, imagine if your organisation could adapt to it. Quickly. Simply. Cost-effectively. Consider the impact of real-time information on your business performance. The power to be able to gain insight about what is actually happening NOW offers the opportunity to make decisions and take actions that give you a competitive edge.

The power to act immediately on up-to-the-second business and customer information comes from being able to:

- gather and process information continuously, in real-time and without delay
- make that information available immediately across the enterprise so business processes and applications can take advantage of real-time information
- leverage the knowledge derived from the real-time information to manage the business, serve customers and solve critical business issues.

These are the results we'll work with you to deliver. We'll do so through the knowledge and experience gained as one of SAP's few global service partners. We'll put SAP's HANA platform to use so you can query multiple types of data sources in real-time, at speeds and volumes like never before. Giving you:

- improved customer service
- increased sales
- reduced fraud
- enhanced profitability
- improved planning.

**SAP HANA™ based on in-memory computing technology is a highly innovative approach for real-time access to business critical information. Combined with comprehensive services from CGI, SAP HANA enables instant data access resulting in smarter business decisions and faster response to changing market conditions. We bring in best practices and standardised procedures to guarantee high efficiency and quality.**

In other words, giving you an edge in a fiercely competitive global marketplace.

Get the expertise your company needs to move forward with planning and implementing SAP HANA. With our implementation and integration services we'll help you to a smooth start with SAP HANA.

CGI and SAP have collaborated successfully for over sixteen years in developing solutions that enable customers to obtain maximum value from their IT investments. We are:

- one of the first global SAP GRC partners
- accredited as a Global Services SAP partner
- accredited as a SAP Global Hosting Partner
- accredited as a SAP Global Application Management Partner
- SAP Main Strategic Perfect Plant partner.



**SAP® Certified**  
in Application Management Services

**SAP® Certified**  
in Hosting Services

- **Multi-skilled, dedicated teams**
- **SAP-certified consultants**
- **ITIL certified Service Delivery Managers**
- **Over 2000 end-to-end SAP implementations**



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With 68,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

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