Partnership with Infotrust leads to full insight into vital business data

Satair is a world leading supplier of aircraft parts and service solutions for aircraft maintenance. Headquartered in Copenhagen, Denmark, and with sales and warehousing locations in Europe, North America, the Middle East, Asia Pacific and China, it is a global enterprise whose employees depend on transparent reports based on reliable data.

Reports are a natural part of Satair's work culture. Between 250 and 300 reports are generated daily somewhere in the organisation, and numerous, additional reports are made on a weekly, monthly and yearly basis. Until 2009, the majority of these reports were prepared by the financial department – and mostly in the form of manually derived spread sheets. Not only did that require specialist knowledge and expertise; it also increased the risk of error and discrepancy between the reports. In addition, the reporting process resulted in a static overview of the business.

Choosing SAP BusinessObjects and Infotrust

In consequence, Satair chose to enter into a partnership with SAP partner Infotrust in 2007. A partnership leading to the elaboration of reports as a fast performing and dynamic tool rather than a static 'here and now' overview:

"Satair is a business focusing on analysis and processes, and we have always leaned on reports when making decisions concerning purchases, logistics and much more. A major challenge in our former reporting process, however, was that the reports gave a static overview of the business, whereas we requested a solution that could involve the reports even more in our work process as a strategic tool", says Satair's IT director Claus Bugge Christiansen.

Satair opted for an SAP BusinessObjects solution which led the company not only to solve its specific reporting challenges, but also to give the largest and most optimal insight into vital business data till date.

"Infotrust has had great influence on our solution – both as regards design and implementation. Their consultants have matched our internal resources in a formidable way, and together we have introduced the most optimal business intelligence solution to our organisation", Claus Bugge Christiansen elaborates.

"I am convinced that we have an IT infrastructure that will ensure and further develop our competitiveness. As our trusted advisor throughout both the design and implementation phase, Infotrust has had a profound and positive impact on our successful process due to their professional approach, great skill set within SAP BusinessObjects, and their helpfulness and flexibility".

Claus Bugge Christiansen, Satair

Excellence in performance and culture

Focus on integration leads to general IT restructuring

Satair's partnership with Infotrust was initiated in 2008 and split into three phases, which has changed the company IT infrastructure on a corresponding three levels: The first two phases include the design of reports – with an overall aim of rendering as fast and intuitive an overview of the various business areas to the organisation. The last part of the partnership includes the actual IT infrastructure and will ensure larger transparency and higher data quality than experienced before.

"From day one, I have only had positive things to say about Infotrust's methodical approach to our business, as well as their competencies and insight into business intelligence and SAP BusinessObjects. Throughout all stages of our project, they have been easy to work with. They have shown great will and flexibility to find solutions, and they engage themselves professionally into every detail and take all enquiries seriously", says the IT director.

Dynamic reports in the cloud

The first change in Satair's IT infrastructure was an improvement not only of the speed of performance, but also in the quality of the reports used by the company in its daily work. By way of a web intelligence solution consolidated on one server instead of at different clients, it is now possible not only for selected employees in the financial department to generate and access the reports. Further, the reports are also designed to match the multiple business areas.

"With the new solution, employees are able to – whether located in the sales department or in supply chain management – to form their own reports. And since the reports are dynamic, they can also change the parameters behind the results, thereby making the reports a strategic tool rather than a static 'here and now' overview", says Claus Bugge Christiansen.

Intuitive cockpits for management

The data integration of SAP BusinessObjects also means that management has insight into the complete business. Concisely, Satair decided to have dashboards developed – the so-called cockpits – that offer an expedient and intuitive overview for mid and top management, derived from data that are always updated.

"With cockpits, all managers in sales and production get graphic representations of their department's development in connection with pre-defined targets. For example, the areas in which the business is behind target, are red, whereas areas in which turnover is above target light up in green", explains Marco Caldana, contract and sales support director at Satair.

Upgrade of IT engine room

The last part of the project has been a thorough operation to transform the IT infrastructure at Satair. The company replaced its existing data warehouse solution that had become too heavy to use with an SAP BusinessObjects Data Integrator based data warehouse. This process has yet to be finalized, but when it is, Satair will be very close to having a complete wall-to-wall solution of SAP enterprise software – from ERP to BI.

"With the implementation of the SAP BusinessObjects data warehouse solution, we now have control of our data, which has led to a transparency, control and validity that was not previously achievable. It is a main benefit to know that all employees throughout our various departments have access to exactly the same data", says Claus Bugge Christiansen.

Satair runs the show from now on
Satair has had the objective to handle all IT matters internally, and as such, the SAP consultants from Infotrust have acted as trusted advisors. Today, Satair has great trust in its new IT infrastructure, and with the build-up of super users and network groups to educate new users, the company is in full control of data, business analysis, and reporting processes.

"We now have a complete solution, and tools that are both transparent and homogeneous. As an example, it is important to us that warehouse workers in Denmark and Singapore work with exactly the same tools. Our partnership with Infotrust has enabled that", concludes IT director Claus Bugge Christiansen, Satair.

Both as a name and a company, Infotrust was founded with offspring in the idea that you should call yourself what you deliver. We transform data into trustworthy information. Hence the name: Infotrust!

Infotrust is an international BI consultancy company with 100% focus on Business Intelligence and end-to-end solutions based on the market leading technology of SAP BusinessObjects.

We deliver IT enabled business services and solutions which help organisations – irrespective of their size, industry or sector – to operate more efficiently and profitably. Our services span from small to major projects, consultancy services and assistance, product and license selling as well as training, support and maintenance.

By combining in-depth understanding of our customers' businesses with vast expertise within IT and business processes, we take on our customers' complex challenges and develop innovative BI solutions to address them. We ensure our customers a visible and concise link between IT and business. Between strategy, analysis and result. Between vision and reality. We transform the way they see their businesses and act in the market place, enabling them to focus on what they do best.