



COSOL CASE STUDY

Perth Transport Authority
Perth, Western Australia

ERP Solutions - Business
Objectives

September 2016



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"The go-live for business objects was seamless, the documentation deliverables excellent, in what was a very challenging project"

- PTA Project Manager

Background

The Perth Transport Authority (PTA) exists to bring together Transperth, School bus services and local regional bus services (previously operating under the Department of Planning and Infrastructure) and WA Government Railways (a separate entity).

The PTA engaged COSOL to perform an upgrade from BusinessObjects (BO) 3.1 to BO 4.1 in addition to completing a review of their business and support processes across business units. The objective of the review was to determine how the business was utilising BO and their support requirements going forward.

Challenges

The main challenge was to understand the current position of BO 3.1 and define the best method to transfer all reports to the new 4.1 system. In the initial scope 300 reports were identified, however over 6000 reports existed in BO 3.1. A major challenge was to review the 6000 reports, understand the objective of each, and ensure a clean process, only migrating the required reports.

The COSOL team were required to replicate the security model applied in BO 3.1 as part of the new BO 4.1 configuration. The security model applied in BO 3.1 was not deemed as best practice and a very convoluted structure had been applied.

COSOL Solution

The PTA required a clean BO 4.1 environment that would add value to business units, and could be supported by The PTA IT department. The COSOL project team designed a tool to ensure only used reports were migrated, with validation by the business unit representative.

In relation to the security and access model in BO 4.1, the business requirement was met and the best practice structure was applied with a recommendation for further review. The new environment was built to reflect best practice and ease of maintenance for The PTA IT department.

COSOL Delivery

COSOL completed the migration by providing The PTA with:

- A thorough assessment of their current business and support processes, and gap analysis
- Recommendations to achieve best practice in business and support processes for BO
- Fit for purpose BO 4.1 environment migration of 700+ reports
- A security and access model designed to meet current business requirements with recommendations to further improvement

Key COSOL activities included:

- Complete Project Management
- Build and implementation of the BO 4.1 Environment
- Stakeholder advisory on best practice in relation to processes and utilisation of Business Intelligence across The PTA
- Managing user expectations and requirements
- Managing the budget and delivery process
- Migration of BO reports

Project Summary

The key benefits provided by COSOL included the report migration, clean-up of the overall BO environment and the security and access model, which allowed improved support of the system moving forward. In addition, the recommendations were based on a benchmark assessment against best practice, tailored for The PTA.



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