CUSTOMER CASE STUDIES: SOLVING REAL BUSINESS PROBLEMS

NOVEMBER 16TH, 2011

TM1 User Conference
NOVEMBER 2011

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Canrock Solutions helps Giant Tiger accelerate ROI and bring Financial Planning to a new level

Co-Presented with **Jane Foster**,
Manager Planning and Analysis at
Giant Tiger

Customer Profile

- Canada's third-largest chain of discount stores
- Largest Canadian-owned discount retailer
- 200+ locally owned and managed stores
- Over 7,000 employees
- Annual sales surpass $1 billion

Key Challenges: The inefficiencies of Excel

- Low prices + High volume business = Need for efficiency
- Using Excel for its sales planning and budgeting processes = Inefficiency

GIANT TIGER

Over 220 end-users

PAINs:
- Manually-intensive
- Laborious
- Non-value add tasks
- Scattered business logic
- Long consolidation times
- Error-prone
- Poor data quality
- No single 'version of truth'
- Hard to do proper analysis
- Hard to 'What' if analysis:
- Poor decision quality
- Etc.,

AS-400
(General Ledger)

Administrators

Management

Other Sources
(i.e., Payroll)

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First Priority – Fix the Problem

- Why IBM Cognos TM1?
    - Flexibility and robustness as a planning solution
    - Powerful reporting and analytics capabilities

- Software is only half the solution:
    - Canrock Solutions engaged through Cognos IBM
    - Deep expertise in Financial Planning Solutions

- Phase 1 Project Objectives:
    - Automated actuals integration
    - Overall process optimization and automation
    - Real-time consolidation and analysis of store-level data
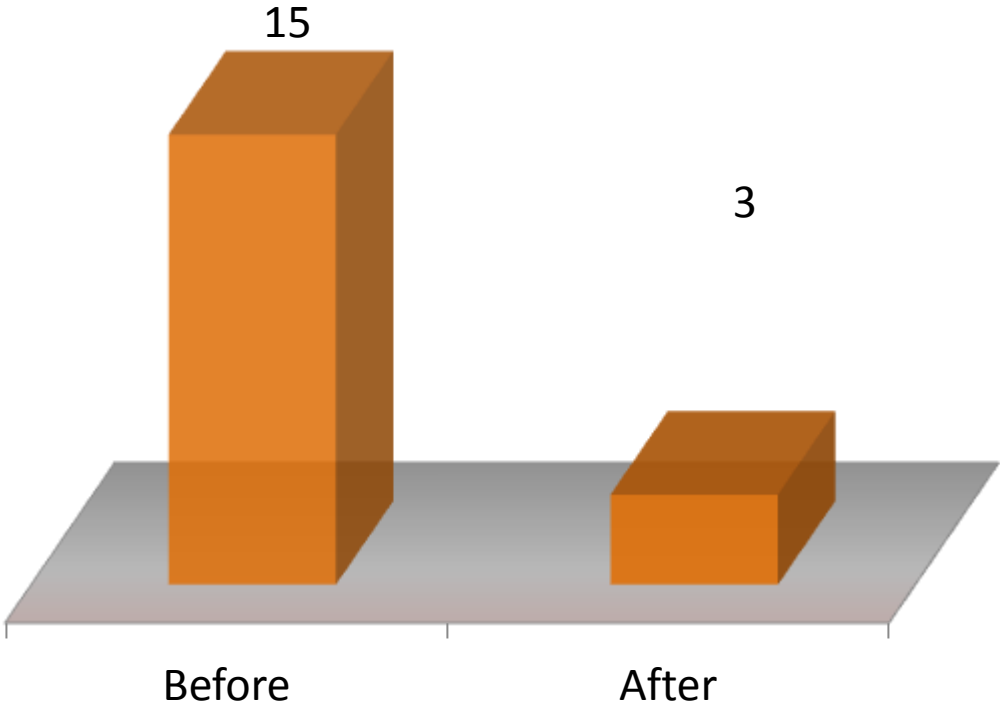   - Reduce cycle time budget

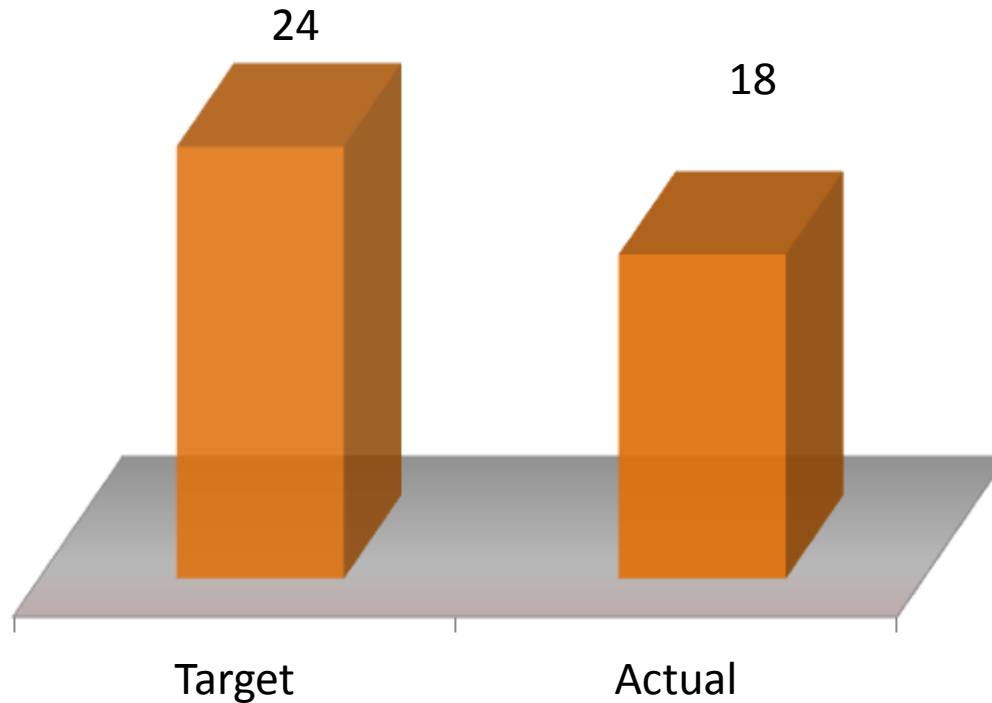### Fix the problems caused by Excel based process!

Budget Cycle (Days)

Return on Investment (Months)

"Canrock Solutions built the solution so well that not only did we finish on time and ahead of budget, but we had no support costs upon rollout. The end-user response was beyond our expectations and the overall time savings **translated to reducing ROI by 6 months**. "
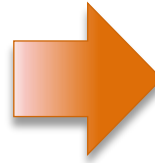
Jane Foster, CGA
Manager, Planning, Budgeting and Analysis
Giant Tiger Stores Limited
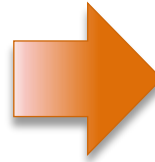
Seamless integration with Data warehouse

- Efficient, low-maintenance sourcing of data and dimensions
- Integrated, comprehensive SOLUTION
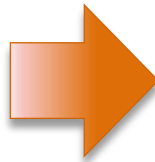
CUSTOMER SUCCESS: GIANT TIGER

- Seamless integration with Data warehouse

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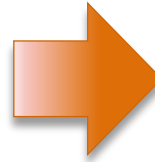- **Significant Training and Knowledge transfer to Giant Tiger team**

  → - Self-sufficiency
    - Minimal Support Costs
    - Decreased total cost of ownership
    - Increased Return on Investment
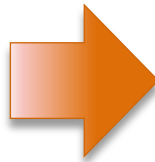
GIANT TIGER

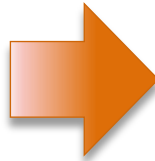- Seamless integration with Data warehouse

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- **Well-designed TM1-based planning and analytics solution**

  →
  - Single platform for planning, budgeting, reporting
  - Better data, better analytics = better decisions

CUSTOMER SUCCESS: GIANT TIGER

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GIANT TIGER

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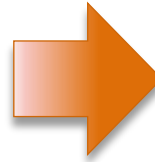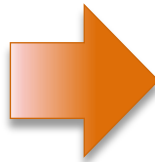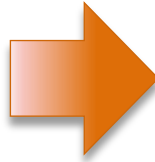
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- **On-time, on-budget**

CUSTOMER SUCCESS: GIANT TIGER

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CUSTOMER SUCCESS: GIANT TIGER

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CUSTOMER SUCCESS: GIANT TIGER

GIANT
TIGER

Over 220 end-users

PORTAL

TM1

Data
warehouse

Management

Administrator

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Questions?

The CSL Group Inc

Navigating the Rough Seas of Report Writers and Excel

Customer Profile

- History dates back to 1845
- Largest fleet of dry bulk self-unloading vessels in the world
- More than 70 million tonnes of cargo annually
- Offices in Montreal, Halifax, Vancouver, Burlington, Boston, Sydney Australia, Singapore, and Jakarta
- Significant growth in business over past 10 years
  - from 10 to over 40 ships
  - One continent to 4 [NA, Europe, Asia and Australia]
  - Corporate finance group from 2 to 12

Pressure on

As a result in the growth in the business, systems and employees, three pain points Started to emerge;

- **Reporting issues**
  - Speed of report creation became slower
  - Dependency of divisional users on Corporate to create reports
  - Lawson G/L report writer – use older technology [ugly looking reports]
  - limited capabilities – static reports and poor ad-hoc possibilities
  - Training issues on how to use report writer [increase costs]

- **Budgeting/strategic planning process**
  - Excel-based process and developed model that incorporates over 20 spreadsheets
  - All the usual pains highlighted in Giant Tiger story
  - Additional complexity due to global nature of business
  - Currency conversions added to complexity

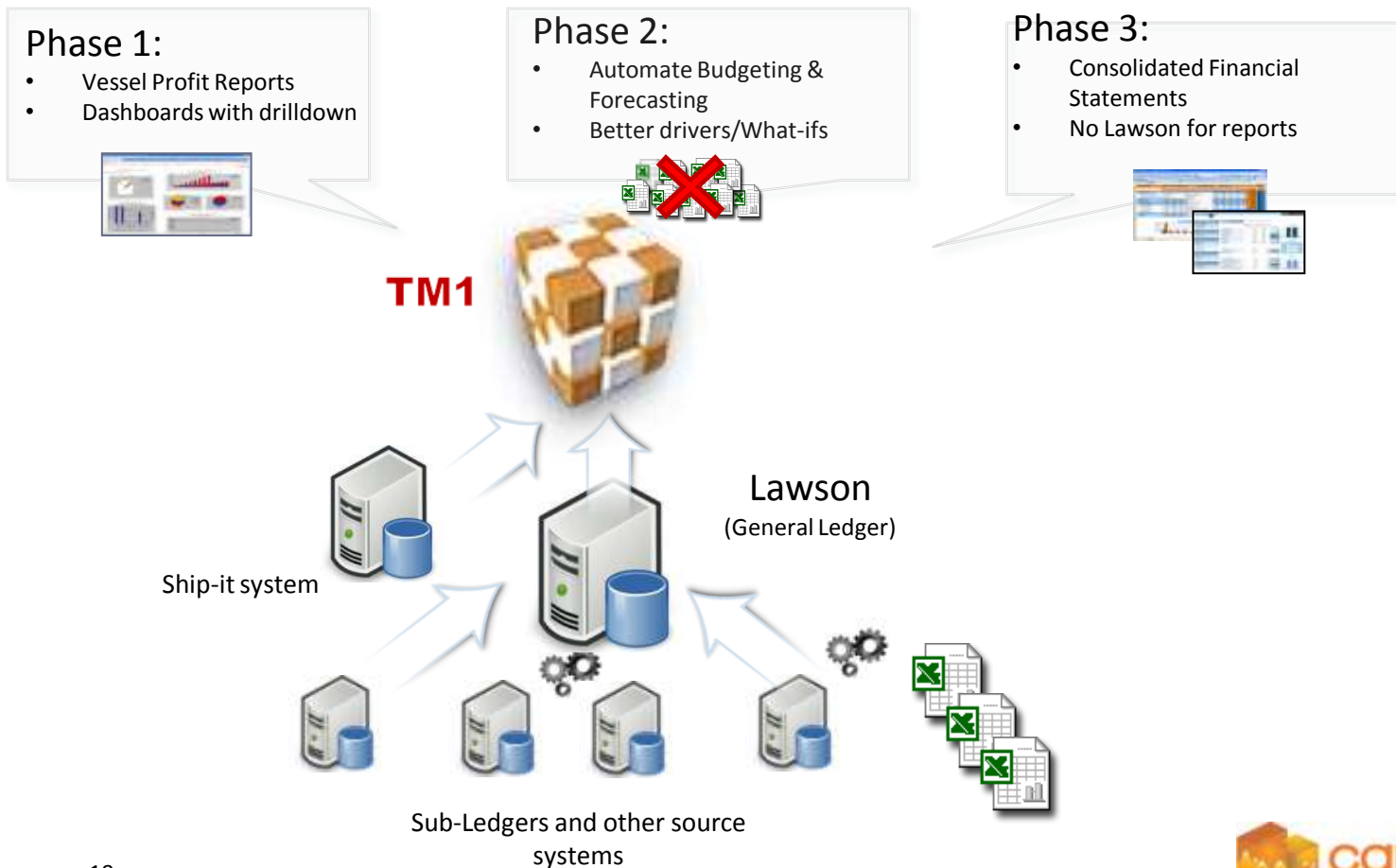- **Data integration**
  - Data source from many systems

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- **Why IBM Cognos TM1?**
  - TM1 was part of larger set of BI system [Report studio, Cognos 10 etc..]
  - Empowerment of Finance Team
  - Tight integration with Excel

The Plan: A phased approach…

Phase 1:
- Vessel Profit Reports
- Dashboards with drilldown

Phase 2:
- Automate Budgeting & Forecasting
- Better drivers/What-ifs

Phase 3:
- Consolidated Financial Statements
- No Lawson for reports

TM1

Lawson
(General Ledger)

Ship-it system

Sub-Ledgers and other source systems

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Some of the expected benefits…

- Replaced Lawson Report writing tool

- More reports than expected and finance Self-sufficient

- Finance users empowered

  - Self-sufficient divisional users

  - Less burdened central finance users

  - Reduced training cost

- Standardization of Reports from Divisions

- Report creation time reduced by ~ 50%

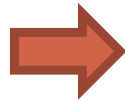- Foundation for future growth and additional business needs

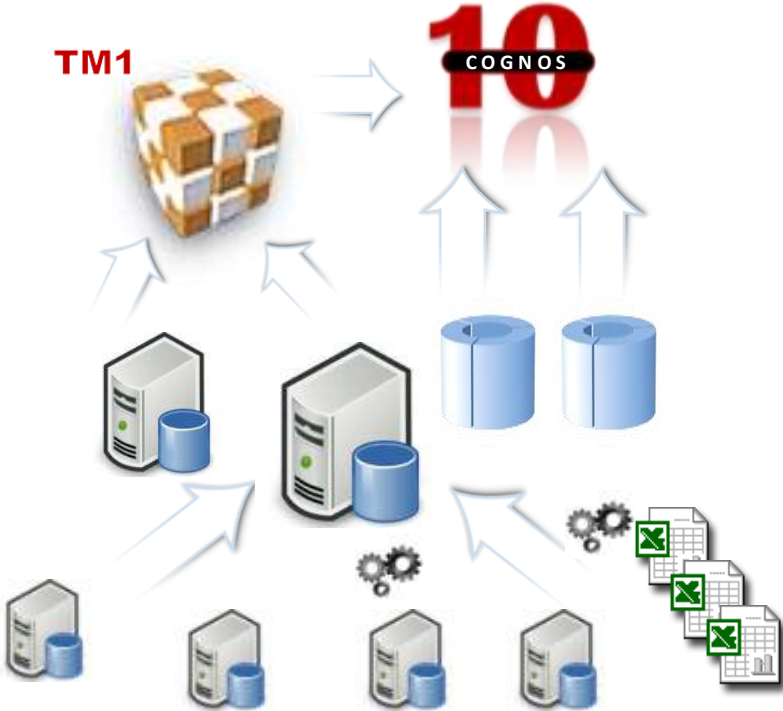The **WOW** factors in this phase:

Design

Completion

3 months

- Under budget $$$$$$
- Built strong flexible model with easy integration of new business lines

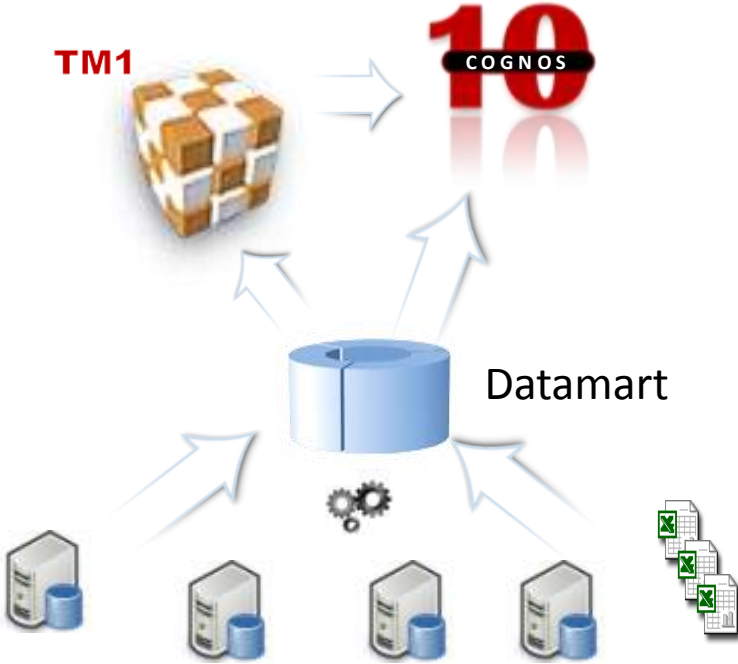**Better reports, better access to data, flexible system , better analytics!**

Initial Plan

CUSTOMER SUCCESS: CSL GROUP INC.

Final Solution

Datamart

CUSTOMER SUCCESS: CSL GROUP INC.

- Resources
    - Clearly defined roles for team members
    - Champions
    - Commitment!
    - Almost full time dedicated staff

- Finance and I/T work closely together but still finance owned

- Upfront planning
    - A logical, phased approach **[UNDER PROMISE AND OVER DELIVER]**
    - Define requirements in advance
    - Prepare in advance before your consultants arrive

- Proper training and knowledge transfer

- Manage Scope and Expectation

- Have a qualified, experienced partner!

CUSTOMER SUCCESS: CSL GROUP INC.

Information on Demand 2011: TM1 Case Studies

INTRODUCTION

Customer Profile

- Founded in 1810
- One of the largest insurance and investment companies in the U.S.
- Fortune 150 company
- > $22 billion in revenue

Solution Profile

- Long-time TM1 user (1998)
- One of largest TM1 deployments in North America
    - >1000 users
    - 10 TM1 instances
    - Financial Planning
    - Expense Forecasting
    - Capital and Workforce Planning
    - Statutory and External Reporting

- A true Enterprise deployment

The Building Blocks for Enterprise deployment of TM1

- Key Lesson #1: Structure!
    - Structured team
    - Formal processes
    - Importance of methodology

- Key Lesson #2: Standards!
    - Establish TM1 development standards
    - Processes, logic, utilities – parameterize and reuse
    - Maximize extensibility, minimize rebuild

- Key Lesson #3: Control!
    - Change control process – new requests
    - Controlled release management

- Results:
    - More productive solution support team
    - Better governance, audit trail
    - More stable models
    - Improved end-user satisfaction!

IOD CASE STUDIES: THE HARTFORD GROUP

INTRODUCTION

Customer Profile

- World's leading provider of digital TV service
- Over 19.4 million customers in US, 10.3 in Latin America
- Over $24 billion in annual revenue
- Over 23,000 employees

Solution Profile

- Enterprise deployment of Cognos BI and Planning
- IBM Cognos Enterprise Planning
    - 50 Analysts
    - 100 Contributors
    - P&L, G&A and Capital asset planning
    - Basic Reporting

Migration from IBM Cognos Planning to TM1

- Benefits:
    - TM1's increase capabilities:
        - More flexible modelling
        - Data scalability
        - Reporting and Analytics on same platform

    - Broader use and much deeper models
        - Driver-based field operations
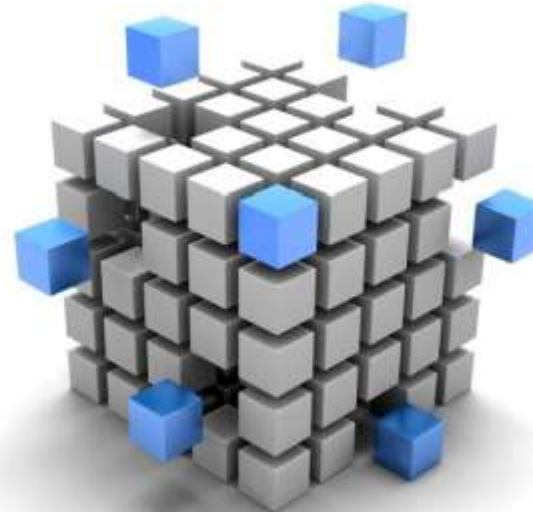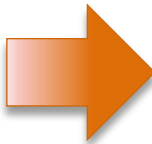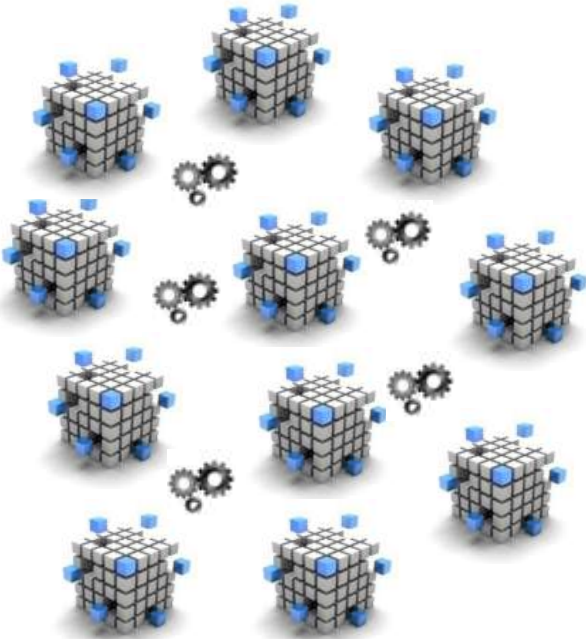   - Sales demand planning
        - Call centre reporting

Cognos EP for G&A Planning

- 103 cubes
- 29 libraries
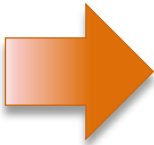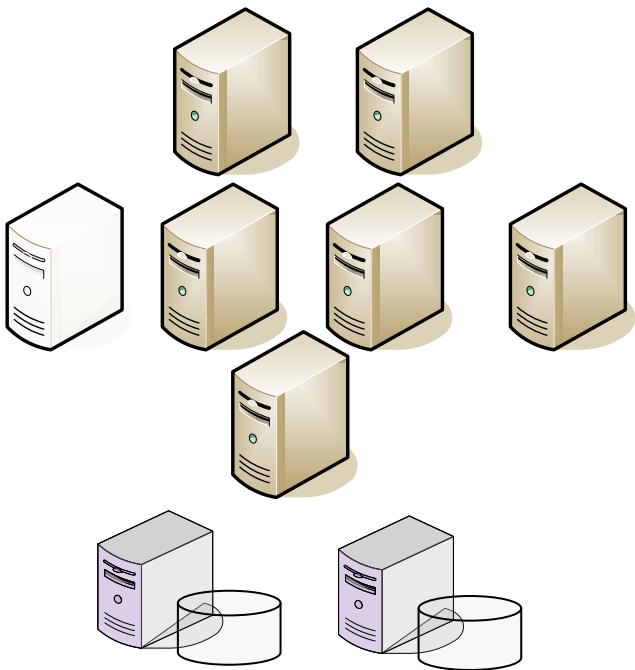
Cognos TM1 for G&A Planning

- 1 single cube
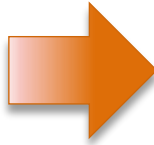   - 3+ trillion cells
    - 350 MBs

Cognos EP hardware environment

- Horizontally scaled
- Many job servers
- Data segregation

Cognos TM1 hardware environment

- Vertical scaling
- More RAM on single server
- VMware 'friendly'

THE END…

Customer Success stories available on Canrock Website:

www.canrocksolutions.com/clients/

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