PRODUCT SHEET – SELF-SERVICE ENABLEMENT

Do your reports support and promote self-service and user adoption?

Your reports may be more IT-centric than you wish. You may have discovered that highly flexible reports are not used as much as you thought, because a myriad of local variants have been saved and distributed locally, with petrified variants and filters, thereby killing their slice&dice, flexibility and data discovery ambitions.

In fact, over time they have become static reports simply refreshed for new data before being distributed or even saved in Excel and saved as rows and columns.

Your business users disengage from the BI solution and start doing a lot of manual work and copy&paste, none of which would be needed if the connection between usage, tool and business users had not been weakened or lost.

Additionally, all governance is shortcut by means of manual processes and alternative distribution processes.

Approxima's solution

We will both rewind time back to re-establish the reports' original functions and intended usage, as well as look forward and understand what the static usage indicates in terms of business needs, users training and self-service enablement.

We will also define a lean and flexible governance articulated around several, relevant user types, needs and self-service roles and responsibilities.

We will work closely with IT and the business users to re-train and extract any hidden need/missing feature that is attempted achieved with alternative, manual methods. This may be for the data foundation itself, the shape/model or the distribution of the reports.

As an impartial 3rd party with no historical ties to the 'as-is' situation, we will propose objective and pragmatic approaches aiming at repositioning the reporting solution.

Your Benefit and Business Value

The output is a mapping of users and user types with self-service roles and definitions, as well as a revisiting and re-alignment of the reports, tools and distribution methods.

You should expect:

Elimination of the myriad of local, uncontrolled, and alternatively distributed variants of the reports.
Empowered business users within an agreed and lean, pragmatic governance
Improved user adoption and satisfaction

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approxima

BY AND FOR BI MANAGERS