

Microsoft Cloud Computing Trial



BUSINESS OBJECTS
MANAGEMENT
DASHBOARDS

June 1, 2011



Summary

- Metro-CIS is offering to build management dashboards within a Microsoft supported cloud environment using Business Objects technology
- The cloud based dashboards will be connected to utility's legacy SAP BI solution and Asset Management systems to provide a complete picture for utility
- Metro-CIS will bring dashboard templates and KPI's as a starting point to the project
- Dashboards will show utility data via KPI's refined using utility and MetroCIS input
- No capital outlay or commitment
- No IT investment for hardware needed since dashboards are centrally hosted The dashboards can be handed back to utility for internal use after the project



Introduction

- Most utilities have invested in best of breed solutions for managing and improving utility operations
- Many disparate systems creates a challenge to deliver one consistent and comprehensive view of the utility
- BOBJ Excelcius is the best of breed tool for presenting information from multiple data sources
- Business KPI's showing data from utility's various systems will provide a big business value add
- Metro-CIS will build the dashboards and KPI's in BOBJ representing utility data
- Cloud based dashboards provide an architecture that is scalable (expands and contracts as used) and optimizes the use of datacenter/hardware resources
- Cloud based computing offers simpler and cheaper means of integrating data with additional high value add applications, e.g.
 - Mobile applications
 - Web Self Service
- Cloud based computing provides a zero capital approach where software and services are charged on a monthly per user basis



Current Pain Points?

Inability to Gain Access and Analyze Data

"Complex system to gain access as single source, never mind multiple tables or other data sources."

"Only way to access data is through ABAP queries, SAP BW or module reports which present their own yet similar issues."

Slow Performance

"Responsiveness is lacking in its performance against large volumes of data."

Complex Interface & Difficult to Use

"Lacks an intuitive easy to use interface to analyze and interact with the data."

Inflexible Analysis Paths

"Inability to explore across the entire data set across an unlimited number of dimensions within a tables never mind across tables or additional data sources."

"Drill paths need to be pre-defined within the Infocube limited the exploration of the data."

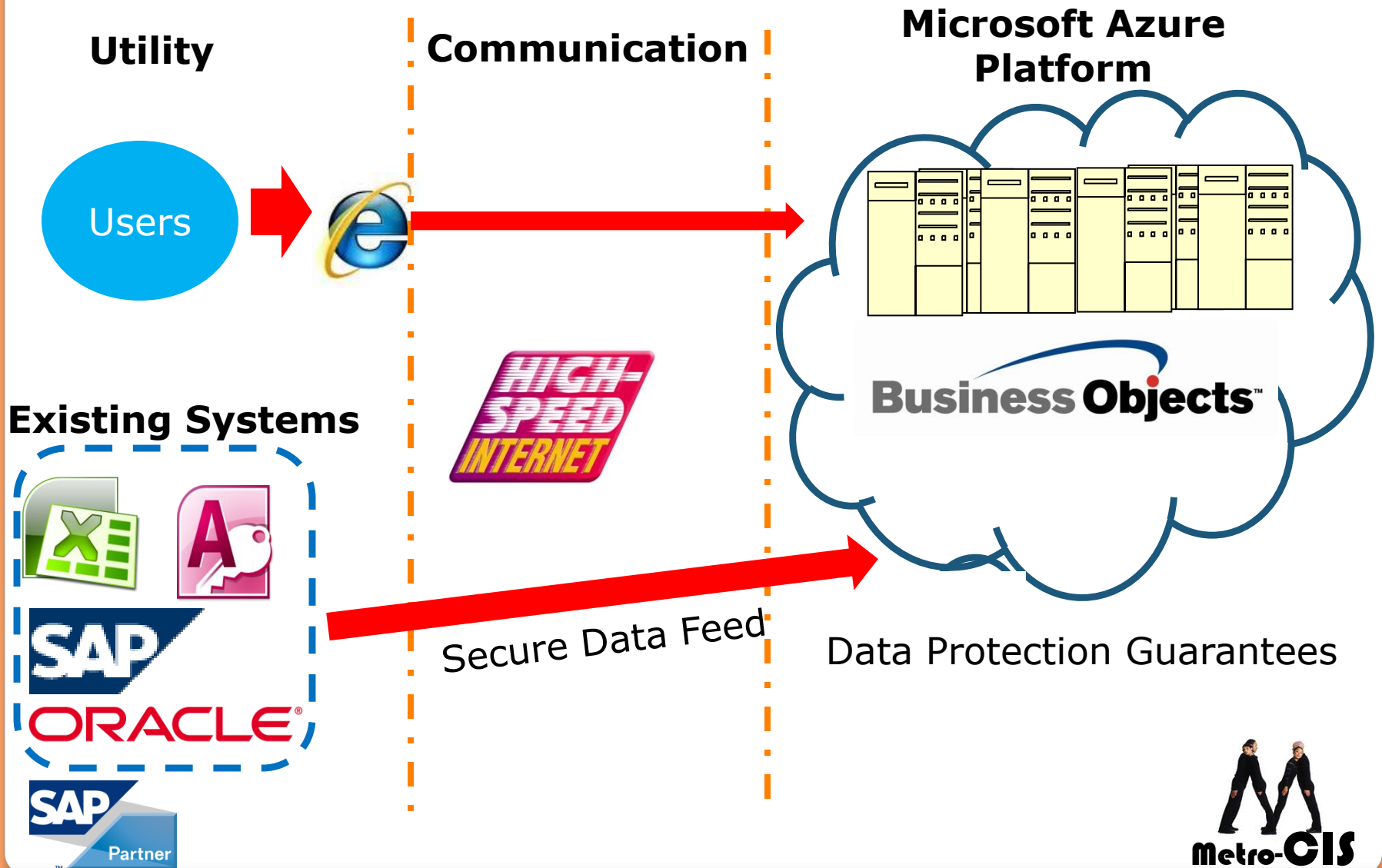


Approach

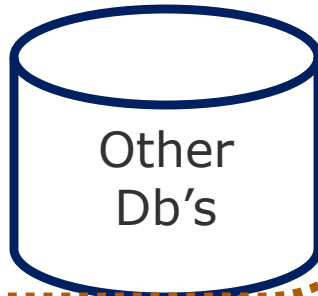
- Connect utility systems to Microsoft's cloud based Azure and Metro-CIS's Business Object solution:
 - ERP
 - Billing systems
 - Spreadsheets and Databases
 - Asset Management and SCADA
- Refine the KPI's with utility team
- Identify data sources for each data element/KPI
- Define roles for each dashboard
- Define which KPI's belong in each dashboard
- Use the dashboards in a real, production environment to see if they work and to realize the value of focused information at your finger tips
- Decide to bring dashboards in house to utility or continue with cloud based solution



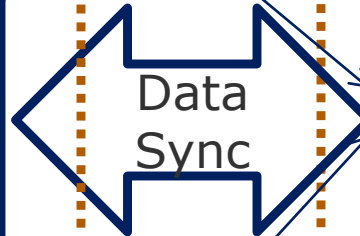
Cloud Architecture



Example Data Architecture



Utility



Business Objects™

Enterprise

Excelcius

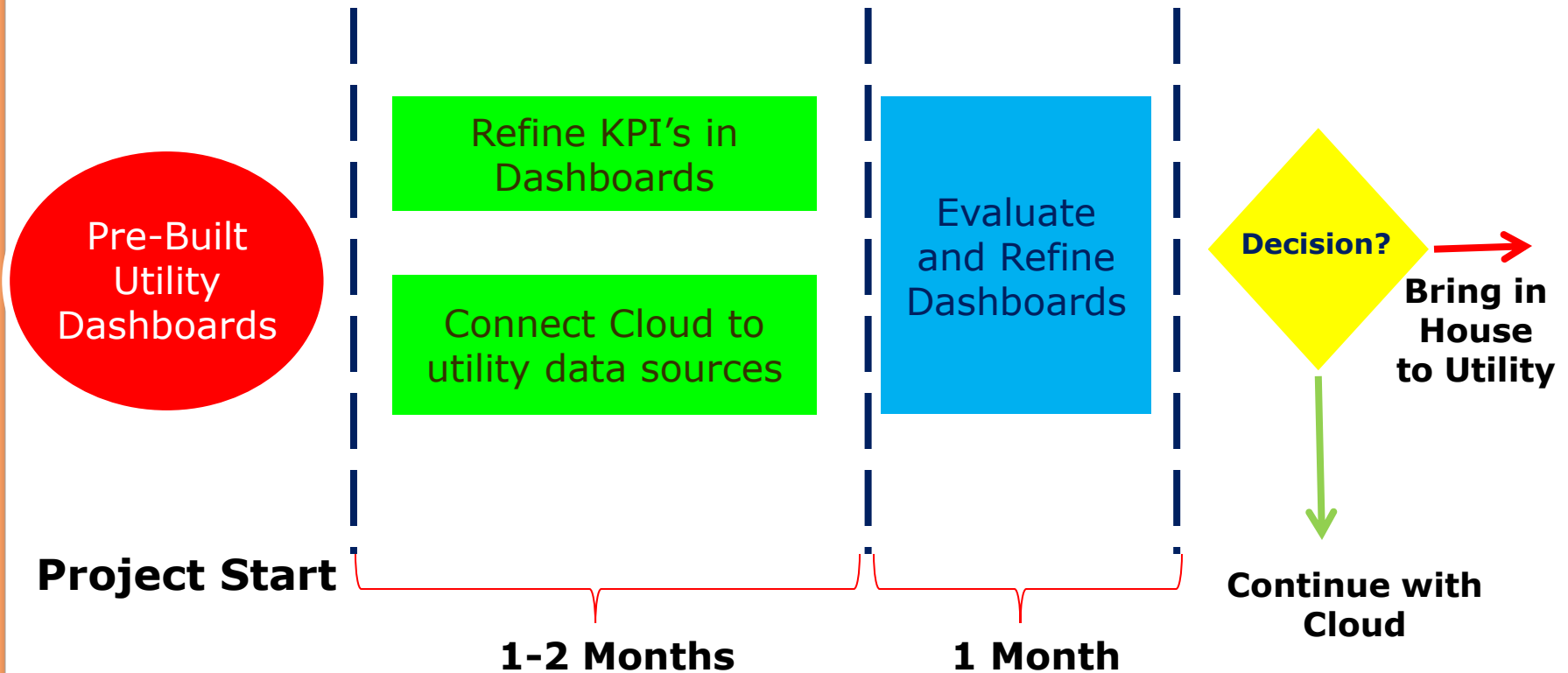



Windows Azure™

CLOUD



Dashboard Delivery Roadmap



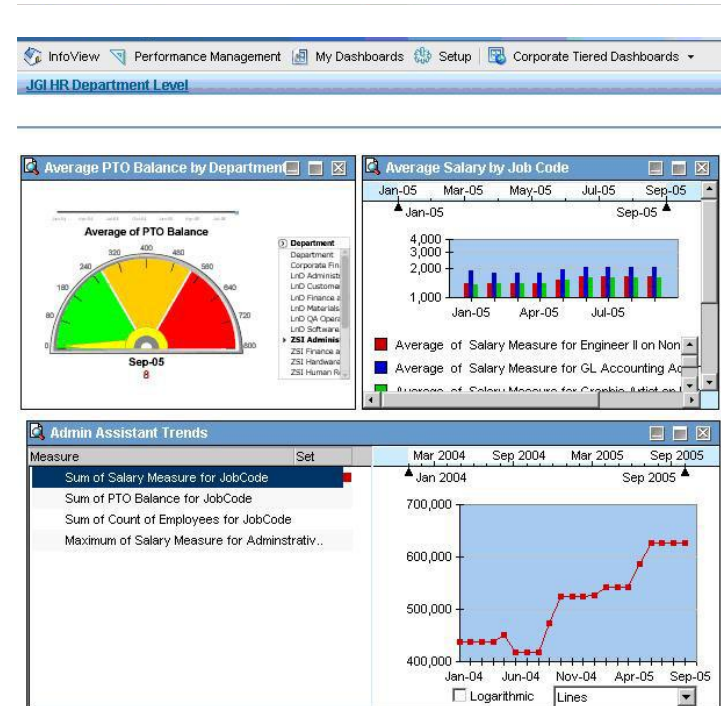
What Metro-CIS brings to utility

- Tier 1 software (SAP and Microsoft) implementation experience, references, and methodology
- Certified Partner with SAP and Microsoft
- Utilities process skills and KPI knowledge
- Technical skills in SAP ERP, Utilities and BOBJ
- Technical skills in Microsoft Azure technology
- Knowledge of utility data model across enterprise
- Commitment to refine dashboards until satisfied
- Long term relationship approach



Our Pre-Defined Utility Dashboards

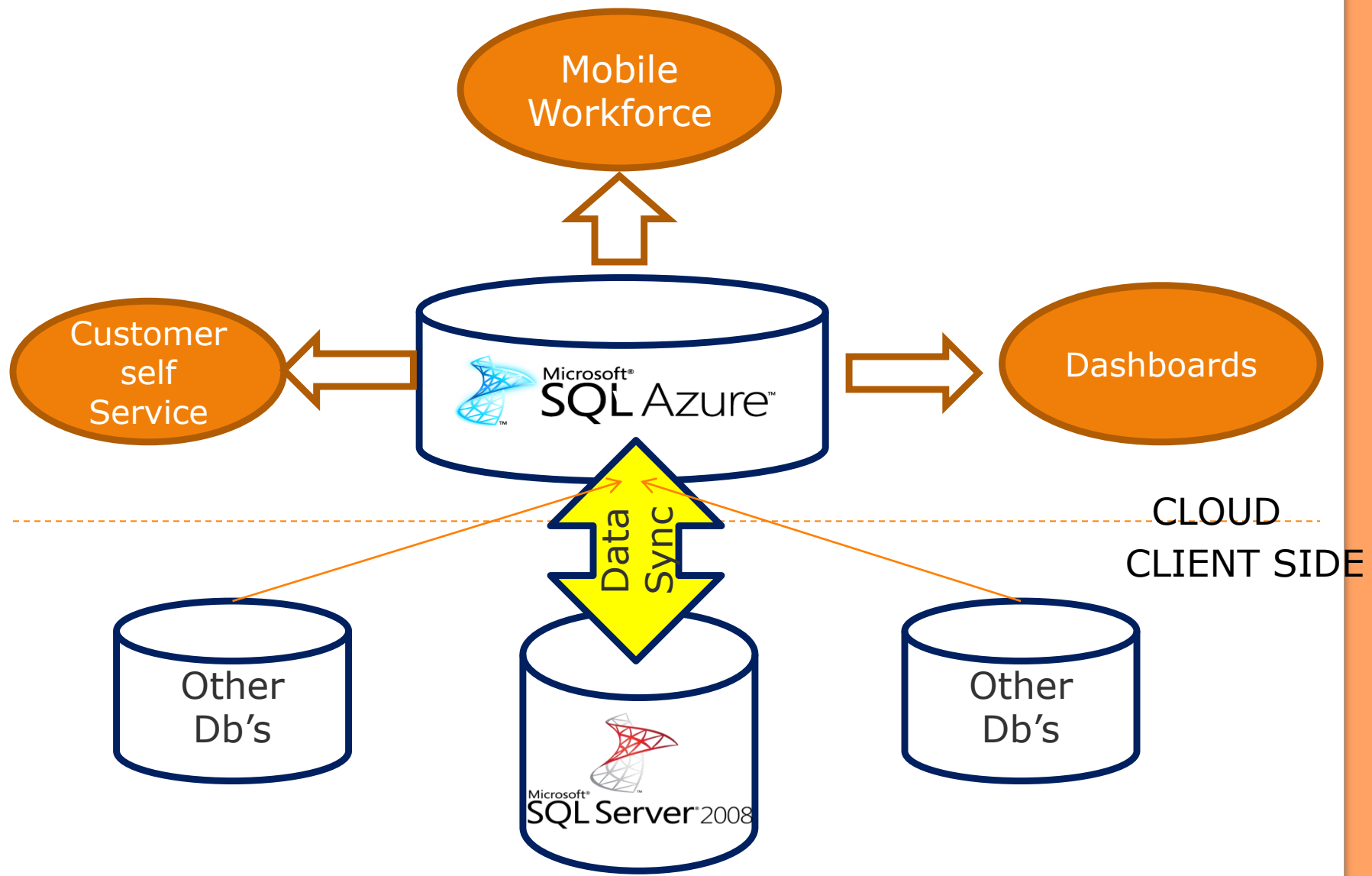
- Metro-CIS has worked with number of C level exec's of US and international water and electric utilities to gain an understanding of:
 - relevant KPI's
 - information requirements by role
- Metro has built out these dashboards using BOBJ technology
- Predefined Dashboards include:
 - Billing Exception Management
 - Credit and Collections
 - Procurement
 - Call center performance monitoring



Conclusions

- No risk approach
- Refine KPI's to become best in class
- Realize the decision making benefits of dashboards in a short time
- Zero capital cost involved
- Leverage world class software, support, hardware and consulting
- No additional cost of servers needed
- Drive business value now...

End State at a Fraction of the Cost



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