Financial Services Leader Gains a Competitive Edge with New BI Strategy

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SVP, Global Data Management
Elavon, a US Bank subsidiary

Sponsored by Information Builders

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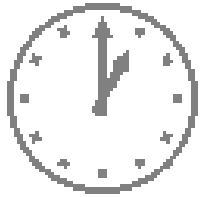
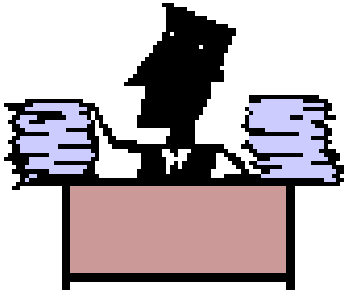
- #1 Airline processor
- #2 Hospitality processor
- #4 In U.S. processing volume
- #6 In European processing volume

Information = Assets

Departments

- Compensation
- Account Relationship
- Business Review Unit
- Loss Prevention
- Production Management
- Finance
- Operations





SLA
24hrs/48hrs

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Challenges

Level of Knowledge

TOOLS

- Cognos
- Access DW
- Crystal Reports
- Application Express
- Actuate
- MS Access
- Xcelsius
- Tableau
- …..
- SQL Navigator
- TOAD

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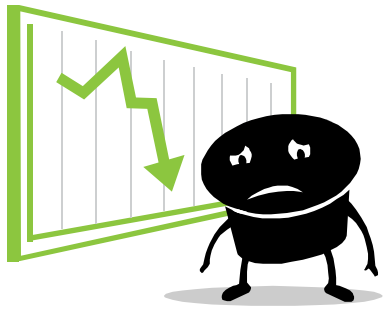
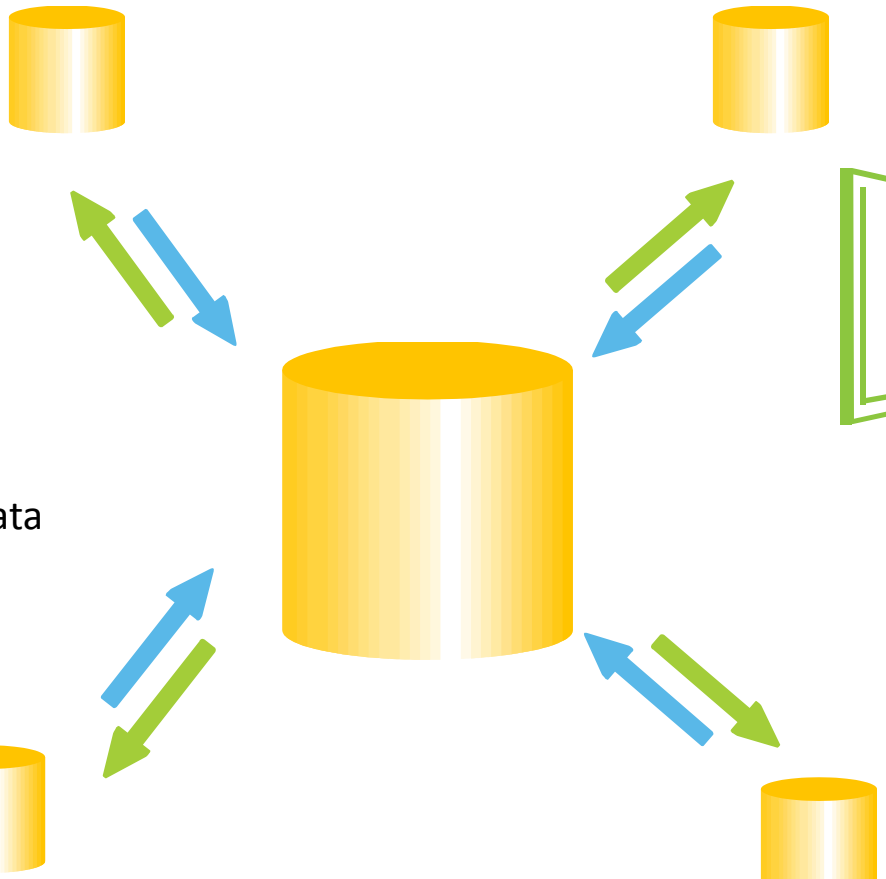
Challenges

I/O Rate – Off the chart
Too many 1 billion + I/O data requests



Database performance degradation



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Challenges

Are you emailing that report outside Elavon?!!?

Did you decrypt that information so your customers can read it??!!

Are you sharing Passwords!!!

Since you have customer data, you must pass an audit!

Payment Card Industry Compliance

Potential Risks

Audit Infractions **Security Violations**

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Challenges

My report says… 1.1 M

Mine's different because I added data from my PC

My report says… 1.2 M

Bob quit, so my report is different than before

Consistency in Business Definitions /Formulas

My report says… 1.3 M

Mine's different because the DW doesn't reconcile with the data on my PC

My report says… ??

Won't complete because the download is so slow

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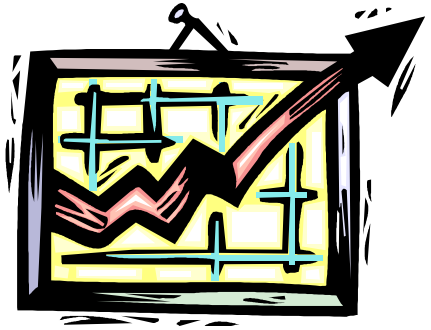
Challenges

Level of Knowledge

Data relationships to join various data sources



I/O Rate – Off the chart
Too many 1 billion + I/O data requests

Database performance degradation

Payment Card Industry Compliance

Consistency in business definitions (formulas)

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SYNERGOS

WORKING TOGETHER

Users

- Executives/Managers
- End Users
- Analysts

Data

- Corporate Data
- Departmental Data
- Personalized Data

Compliance

- PCI Compliance
- Secure Access
- Consistency

- Single B.I. Tool
- Secure environment
- Integration of various data sources
- Flexibility in report generation
- Consistency in business definitions
- Collaboration between colleagues

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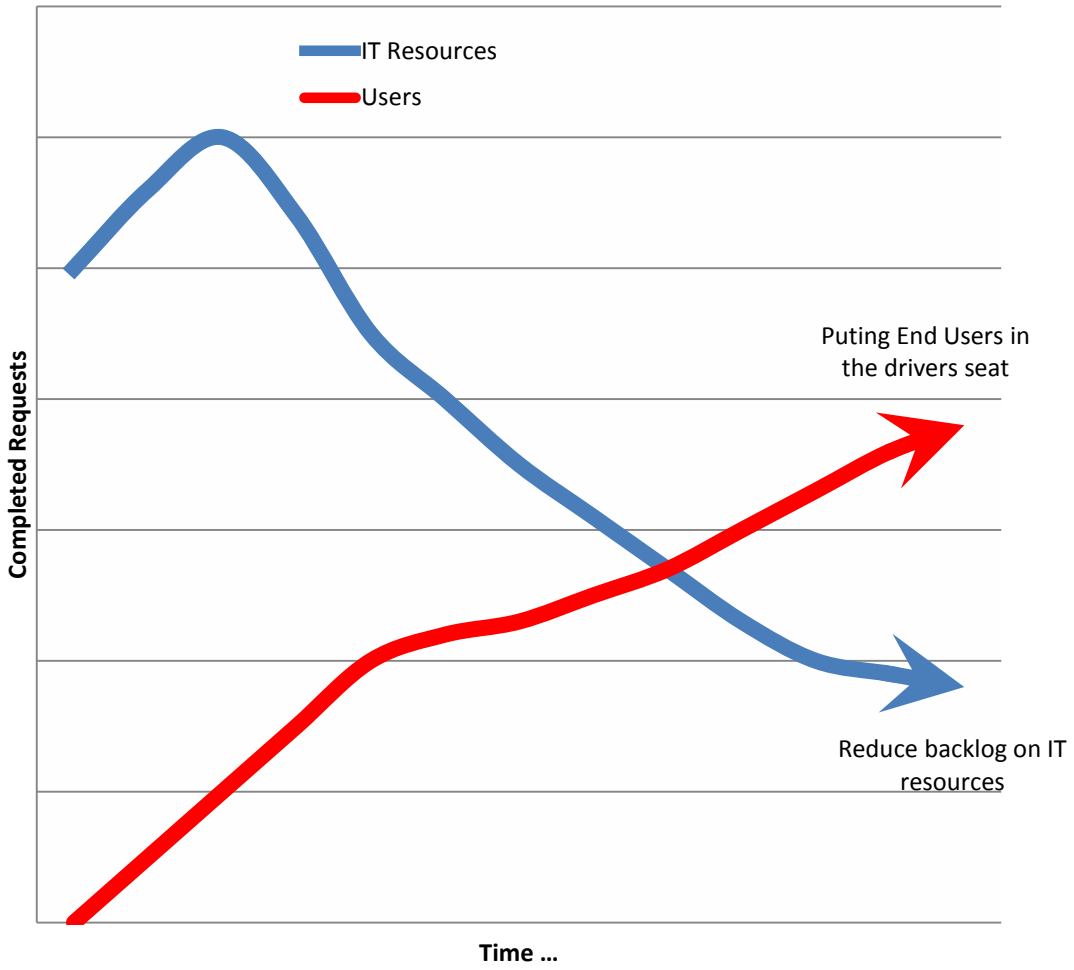
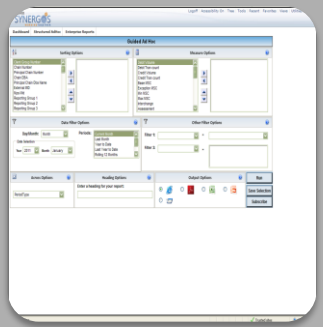
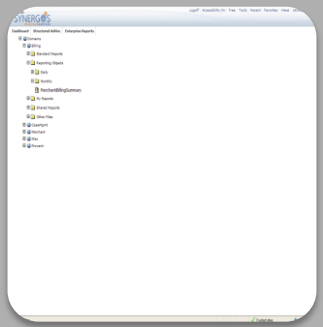
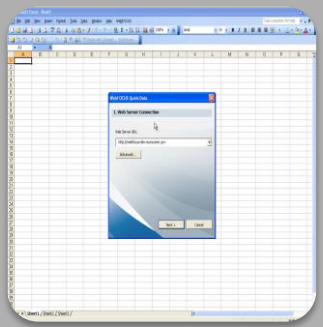
- **Reduce IT Backlog**
- **Put Users in Drivers Seat**
- **Provide Timely Reports**

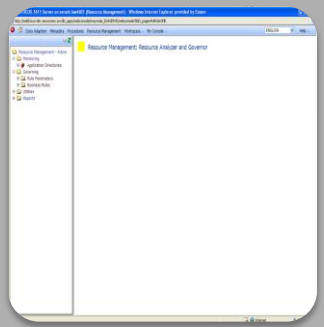


What can Synergos do?









Executives

End Users

Power Users

Excel Power Users

Admins

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SYNERGOS

WORKING TOGETHER

Language English
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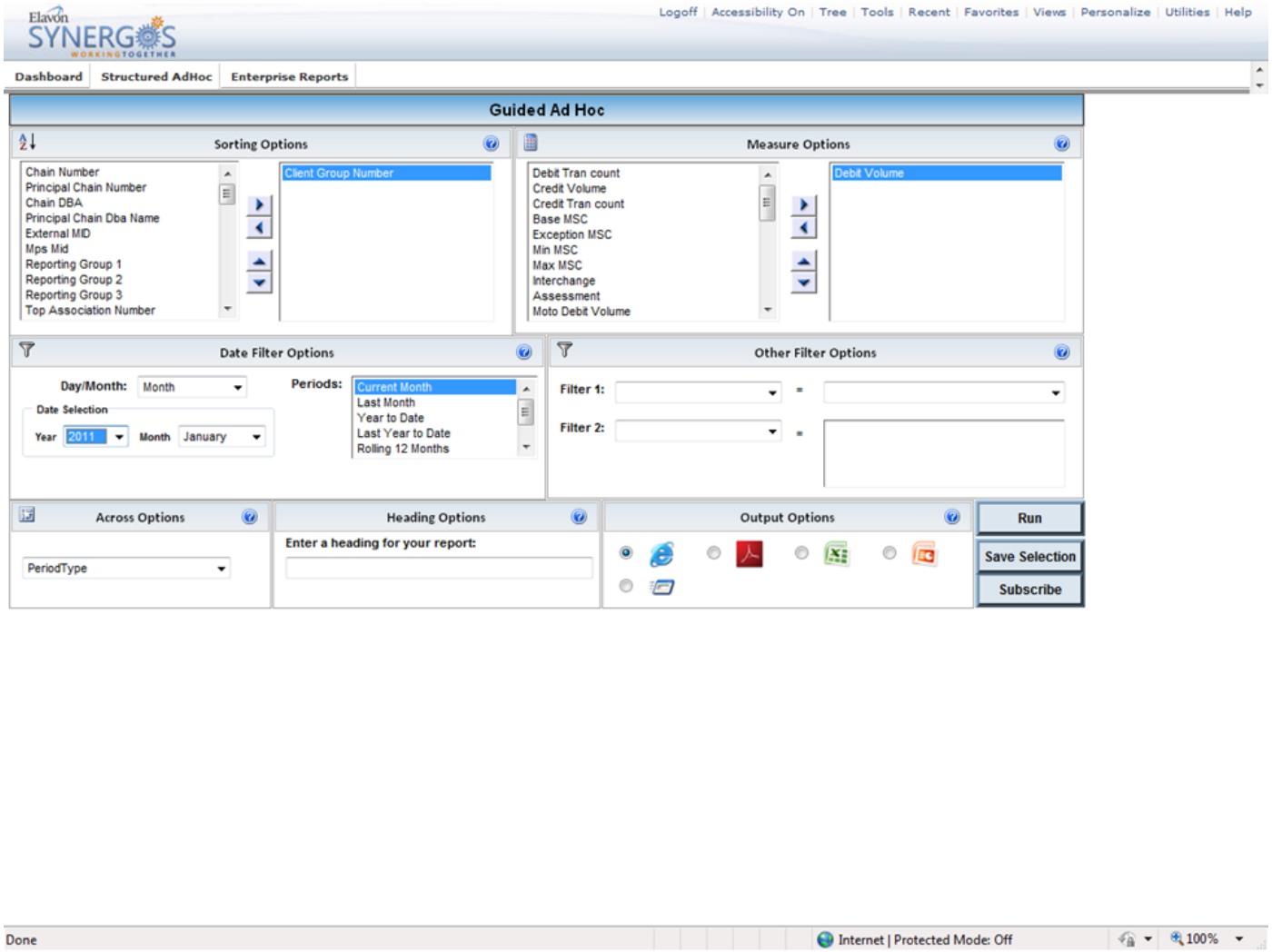
SYNERGOS
WORKINGTOGETHER
User ID:
Password:
LOGIN
Done
Internet | Protected Mode: Off
100%

Executive Dashboard

Structured Adhoc



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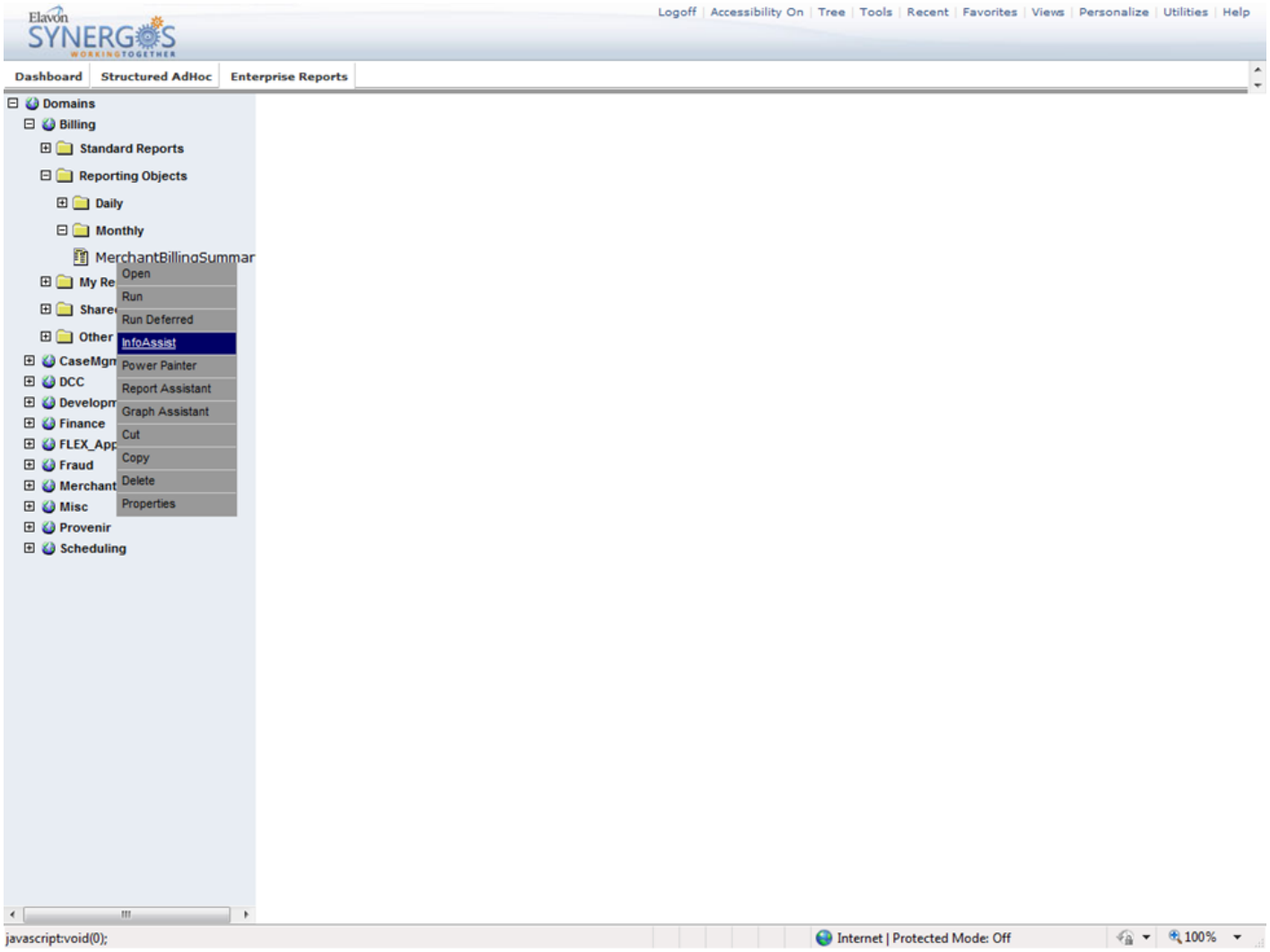
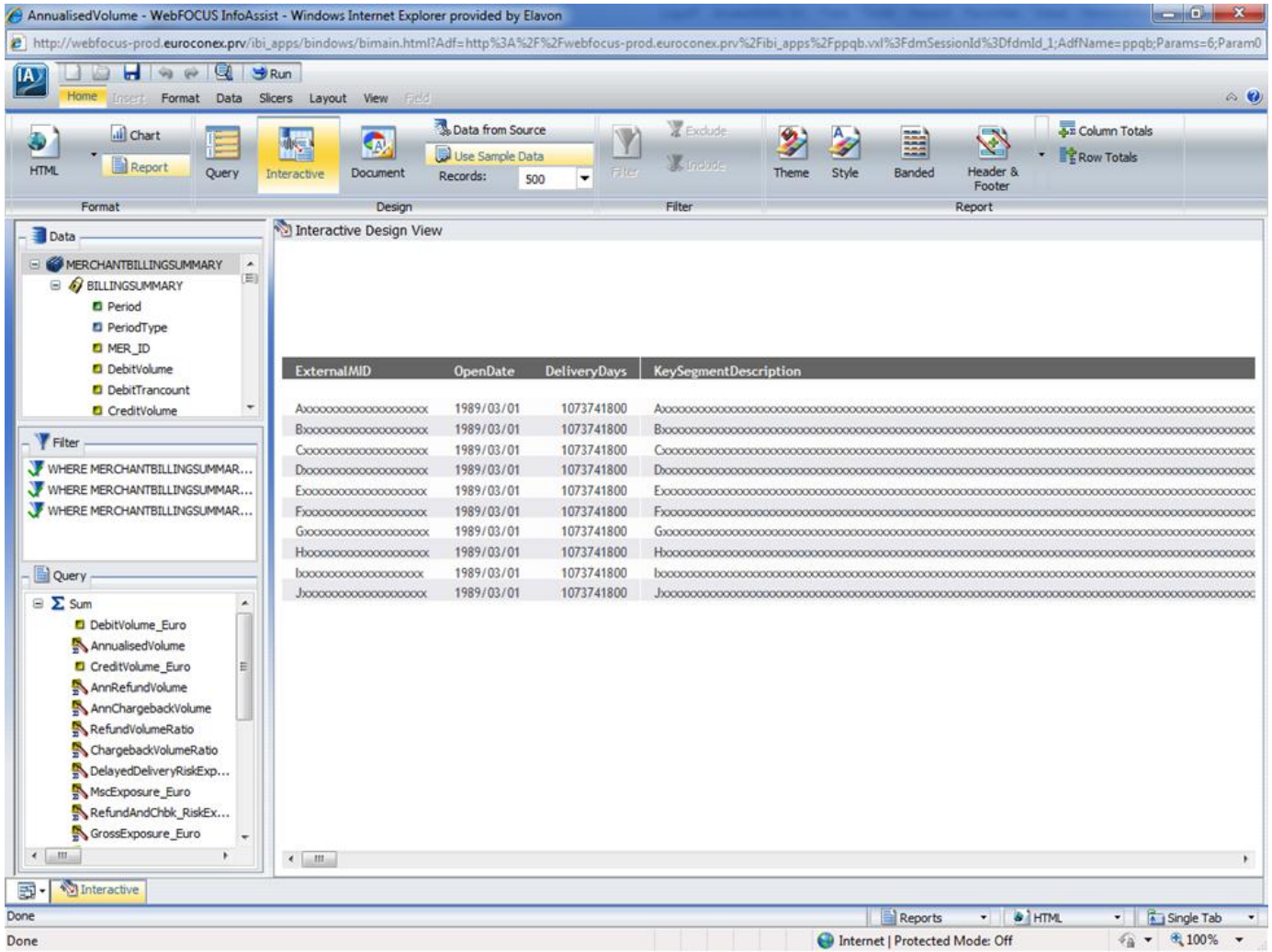
Enterprise Reports



Reporting Tool



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IPAD – Executive Dashboard

iPad
100%
http://adcapp01/ibi_apps/mobile
Last Updated: August 31, 2011
Business Days: 22
Corporate
Financial
HR
S & T
Financial Metrics
Select by: Geography
Value Group: ALL
M-T-D Snapshot for August 2011
Metric
Current
Prior
Change
% Change
Net Volume
19,111,386,777
147,729,352
18,963,657,425
Transactions
196,974,747
137,040,215
59,934,532
43.73%
Average Ticket
97
1
96
9600.00%
Volume Trend
Volume
Volume by Region
Canada (12%)
West (25%)
MidWest (18%)
Northeast (10%)
South (35%)
Puerto Rico (0%)
Previous Year
Current Year
Composition
Base 92.3%
Attrition (7.4%)
New Business 11.1%
Same Store Sales 4.1%
Profit Trend - DIA
DIA
Volume
YTD Volume
144,037,402,216.53
Prev YTD Volume
1,118,499,360.21
% Change
12777.7%
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iPad
100%
http://adicapp01/ibr_apps/mobile
Last Updated: August 31, 2011
Business Days: 22
Corporate
Financial
HR
S & T
Human Resources
Attrition Rates
Business Development NA
Finance NA
Operations NA
Solutions Delivery NA
Systems & Technology NA
0
10
20
30
40
50
60
Voluntary
Involuntary
Headcount by Department
Business Development NA
Finance NA
Operations NA
Solutions Delivery NA
Systems & Technology NA
14.6%
2.7%
32.5%
4.7%
45.4%
Total Company Headcount
8K
7K
6K
5K
4K
3K
2K
1K
0
7265
4008
Target
Actual
Revenue per Employee
300.00K
400.00K
200.00K
500.00K
100.00K
.00
700.00K
607.06K
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iPad
100%
http://adicapp01/jbr_apps/mobile
Last Updated: August 31, 2011
Business Days: 22
Corporate
Financial
HR
S & T
S&T Metrics
USA
Europe
Hourly Max TPS
Time TPS
12 am 113
01 am 67
02 am 101
03 am 99
04 am 98
05 am 123
06 am 73
07 am 66
08 am 40
09 am 46
10 am 42
11 am 61
12 pm 110
01 pm 106
02 pm 101
03 pm 104
04 pm 111
05 pm 97
06 pm 104
07 pm 107
08 pm 93
09 pm 77
10 pm 86
11 pm 64
MAX TPS Trend
TXN Volume Trend
Hourly TXN Volume
Time Volume
12 am 245431
01 am 167796
02 am 225566
03 am 183591
04 am 138653
05 am 115365
06 am 88028
07 am 75024
08 am 70771
09 am 94429
10 am 123260
11 am 183281
12 pm 252748
01 pm 308938
02 pm 347290
03 pm 354423
04 pm 349595
05 pm 315610
06 pm 303400
07 pm 293081
08 pm 240021
09 pm 213433
10 pm 211453
11 pm 164275
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Elavon SYNERGOS WORKING TOGETHER

Questions?

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