

Helping Our Customers Manage and Optimize their BI Systems 24 by 7



Technical Expertise :

Business Intelligence

MicroStrategy, Cognos, Microsoft BI, Pentaho, TIBCO Spotfire, Tableau, OBIEE

Data Integration

Informatica, SQL Scripts, Microsoft SSIS, Oracle Data Integrator, Talend

Databases

Oracle, Microsoft SQL Server, IBM Netezza, Teradata, DB2, Greenplum, AsterData, Vertica, Par Accel, My SQL, PostgreSQL, Essbase

Custom Development

MicroStrategy SDK, Cognos SDK, Java, .NET, Flex, Objective C, Yahoo YUI, Ext JS

Specialized Skills

TIBCO ActiveMatrix BusinessWorks, SPSS, Clarabridge Text Mining Platform, Rapid Miner, Rapid Analytics, CEP Platform Drool

Business Intelligence applications have gained tremendous importance, in today’s data intensive world. Market leading organizations rely on consistent and timely data from BI applications to make business decisions, in a dynamic environment, which requires constant innovation. At the same time, BI continues to evolve as a technology and practice with technologies that continue to advance and practices that continue to be perfected. Given this rapidly changing environment, effectively managing one’s BI application has become critical as well as challenging

Over the course of our eight years as a company, we have worked to aggressively and proactively take our collective knowledge and apply it to our customers’ specific needs – enabling our customers to optimize and evolve their BI systems.

Our Program

We work with our customers as partners to support, optimize and evolve their BI systems from end to end, 24 x 7.

Key distinctions of our program include:

- In-depth analysis, proactive optimizations and well defined support methodologies that leverage technology specific features and capabilities (e.g. MicroStrategy Integrity Manager used to report, analyze and act upon report and data issues)
- Integrated design for the entire BI and DW stack – ETL to Reporting to Mobile BI
- Global delivery model provides 24 * 7 high quality support, scheduled proactive analysis and measures that include user training and system changes to resolve predictable issues
- Proactive automations and alerts setup for value added BI system administration, tuning, optimization, monitoring and maintenance aided with custom tools and dashboards
- MicroStrategy system consulting and architecture assessment using our proprietary tools and methodologies

MicroStrategy Technology Specific Attributes

Service Area	MicroStrategy Specific Deliverable/Artifact/Feature
Performance Engineering	<ul style="list-style-type: none"> - Automated Testing Framework and Guide - Memory Contract Management Guide - Intelligent Cube Advisory Guide - Performance Engineering Manual - License Manager Optimization Guide

Our Credentials

For eight years at InfoCepts (founded by two former MicroStrategists) we have delivered on the promise of MicroStrategy’s software. Our tried and tested process oriented approach has delivered award winning Dashboards and exceptional ROI via our global delivery model. Our services span from high quality Mobile Apps, Dashboards to complete end-to-end business intelligence development and support using a host of technologies. Customers that we have had the privilege to work for range from larger organizations such as PetSmart, NBC, Nielsen, Toys R Us and Publicis, to a host of small to medium sized organizations including numerous MicroStrategy OEMs

For more information please contact:

(703) 289 - 5117
 sales@infocepts.com
 www.infocepts.com

Program Components

Service Area	MicroStrategy Specific Deliverable/Artifact/Feature
Platform Changes	<ul style="list-style-type: none"> - MicroStrategy Project Duplication Guide - MicroStrategy Upgrade Plan - MicroStrategy Metadata Replication and Archival Policy - Proven Practices Guide for Upgrades - Bulk User Import Guide
Application Consulting	<ul style="list-style-type: none"> - Information Architecture Assessment Guide
Application Operations	<ul style="list-style-type: none"> - MicroStrategy Trouble Shooting Guide - MicroStrategy Usage Guide - Health Center, Integrity Manager ,Enterprise Manager - MicroStrategy Intelligence Server Admin Guide - BI Security Matrix - User Administration Guide - Command Manager scripts for stopping/starting BI Server - Production Readiness Assessment (PRA) Checklist - MicroStrategy Pre and Post Deployment Checklists - MicroStrategy Release and Deployment Guide
Infrastructure Maintenance	<ul style="list-style-type: none"> - MicroStrategy Infrastructure Maintenance Manual - MicroStrategy Installation Proven Practices Guide - MicroStrategy Configuration Proven Practices Guide - Configuration Management Plan - Infrastructure License Manager Usage Guide
Application Helpdesk	<ul style="list-style-type: none"> - Helpdesk Manual - Shift Change Notes to manage shifts of helpdesk team
AMnO Program	<ul style="list-style-type: none"> - AMnO Orientation Manual

Why InfoCepts AMnO for MicroStrategy?

- One of the largest global pools of MicroStrategy consultants (over 225). We have the capability to support large MicroStrategy projects with our skilled and diverse set of consultants. We enable you to maximize your MicroStrategy and BI System investment by delivering continuous improvements and performance tuning
- Our Global Delivery model ensures low cost and optimal resource utilization to carry out routine MicroStrategy Maintenance and Administration activities
- Our program delivers KPI Dashboards that are specific to a MicroStrategy Environment
- The program includes active deployment of our best practices and knowledge base, including our internal “tips and tricks”, artifacts and templates