

# Automate financial scorecard processes with SAC

**Decision Inc. automates a global IT services powerhouse's financial scorecard process with SAP Analytics Cloud.**

*The client now has full visibility of its strategic goals. Non-technical users can quickly perform analyses and drill down into the underlying data.*



## ABOUT THE CLIENT

The client, is a global Japanese telecommunications company headquartered in Tokyo, Japan.

In terms of revenue, it's the fourth-largest telecom company in the world. In South Africa, the client is registered as Management Services SA company.

## THE REQUIREMENT

The client wanted to have better insights into its strategic goals so that it could improve its efficiency and its bottom line.

Its financial corporator scorecard provides a complete Income Statement view across its entire global business. The client wanted to move this scorecard into its SAP Analytics Cloud (SAC) so that they could receive interactive visualisations of this data and develop data presentations where they can filter and drill into this data in real-time.

The client has developed a technology roadmap that aimed to expand its use of SAP's Cloud platform technology stack and this project was part of that roadmap.

## THE SOLUTION



SAP Analytics Cloud (SAC) was chosen as the best technology to house the scorecards. Gartner rates the SAP Analytics Cloud as a visionary leader in their 2022 Magic Quadrant for Analytics and Business Intelligence Platforms. The SAC platform allows companies to bring together analytics and planning with unique integration to SAP applications and external data sources. It has extensive built-in intelligence through machine learning algorithms and artificial intelligence. It was already enabling the client to:

Using SAC would enable the client to:

- Produce interactive visualisations and stories.
- Explore data using filtering and drill through.
- Use machine learning algorithms to reveal relationships, hidden patterns and outliers automatically.
- Predict potential outcomes at the push of a button.
- Ensure strategic alignment through collaboration.



By bringing in the scorecard data, they would have even more insight.

To identify the requirement in detail, Decision Inc.'s solution architect held workshops with their business users. The key performance indicators (KPIs) that were required on each scorecard were documented in a wireframe. Further workshops were held to identify the required business logic to underpin the scorecards. The production of the blueprint document ensured that Decision Inc. understood exactly what needed to be delivered and that the client was clear on the solution they would receive.

Following the plan outlined in the blueprints, the scorecards and dashboards were configured within the client's SAC. Data was pulled in from their Salesforce system and its SAP Business Planning and Consolidation software. Operational scorecards were created as well as Management scorecards. A predictive forecast was enabled that uses 24 months of data history in the system to enable a 3-month forecast prediction. This forecast will grow to 9 months once more data is available.



## THE OUTCOME

The client now has a scorecard and reporting system that gives its users intelligent reporting functions, smart insights, and predictive analytics.

The solution caters for both a view for the executives and the operational business users.



**-11.5 HOURS PER MONTH**

Estimated time savings

**-19 HOURS PER MONTH**

The process used to take the main stakeholder

The team estimates that with the new solution the client would spend

**-15 MINUTES A DAY  
(-7.5 HOURS PER MONTH)**

## The solution enables the following benefits:



### INCREASED EFFICIENCY

By providing non-technical users with the ability to access machine-generated analytics and insights, the client can save time and resources that would have been spent manually analysing and interpreting data. This can lead to increased efficiency in decision-making and overall business operations.



### IMPROVED DECISION MAKING

The ability to explore and drill down into underlying data, identify hidden patterns and non-obvious relationships, and predict outcomes can provide the client with a significant competitive advantage. With the help of the solution, they can make more informed and data-driven decisions, improving the chances of success.



### GREATER COLLABORATION

The ability for users to collaborate around data can help ensure strategic alignment throughout their business. This can lead to a more cohesive and coordinated approach to business operations and decision-making.



### INCREASED REVENUE

The solution's predictive analytics capabilities can help them identify revenue growth and cost savings. By optimising its operations and making data-driven decisions, the client can increase their revenue and profitability.



### IMPROVED CUSTOMER SATISFACTION

By leveraging the solution's insights and analytics, they can better understand their customers and their needs. This can lead to the development of more targeted and effective solutions, ultimately improving customer satisfaction and loyalty.



## ■ ABOUT DECISION INC. \_\_\_\_\_

**Decision Inc. is a global digital partner that enables businesses to reinvent themselves to realise their full potential.**

We deliver agility, resilience, and intelligence to any enterprise, enabling them to adapt quickly and thrive through innovation and opportunity.

Our teams have engaged with more than 400 clients globally over the past 15 years, providing them with the expertise to build, operate, and optimise their digital businesses.

We achieve this by leveraging the world's best technology to drive our client's business ambitions forward into tomorrow's reality.

Our success is ultimately driven by our entrepreneurial culture, industry exposure, and the passion of our people. We have three key cross-functional teams – Functional and Specialist Consulting, Development, and Engineering teams.

Based in four global offices, our exceptional consultants focus on delivering value to clients by keeping them at the centre of our service delivery.