



Case Study

Enhancing UNiTAB's Performance with Dashboards

BUSINESS SITUATION

Resource limitation made it difficult for UNiTAB to produce necessary reports for executives to match & catch market trends

REQUIREMENT

To help executives make good and informed decisions and provide information in near real-time

SOLUTION

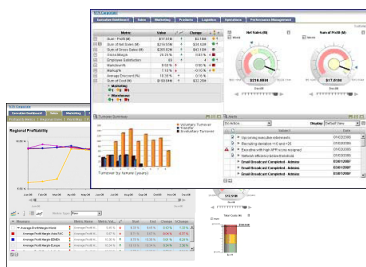
Design & implement corporate dashboards serving various levels of executives to assist decision making

SOFTWARES

Business Objects XI R2
Performance Management
SQL Server

*"We were stuck.
Reports were generated too
slowly and executives
wanted a more responsive
information system.
After BI, everyone is happier!"*

*Mr Hing Chua
Project Manager (BPIS)*



UNiTAB is an ASX listed public company offering a range of Wagering and Gaming services. It operates in Queensland, South Australia, New South Wales and Northern Territory. UNiTAB has a vision of being "the leading provider of challenging, exciting and rewarding betting and entertainment services." In-order to achieve this, UNiTAB's Business Performance Information System (BPIS) Project Manager believes that IT plays a vital role. Through partnership with UNiTAB, CDC Praxa is able to help them realise their vision with the effective use of technology to achieve both tactical as well as strategic business goals.

UNiTAB has a large IT department. However, the main bulk of its resources are devoted to operational and maintenance supports and left with very limited resources available for producing reports.

"The IT department produces the necessary reports but they take too long," Mr. Hing Chua, Project Manager (BPIS) explained. "By the time the reports are produced, the market has already moved and the executives need the latest information. The average time taken by the IT department to produce a new report is 4 – 6 weeks."

To address UNiTAB's business issues effectively, UNiTAB decided to adopt the approach which involves the use of Business Intelligence technology. Through collaborative effort, CDC Praxa went through the complete SDLC life-cycle in building a data warehouse and a BI solution for them. The BI tool used was Business Objects XI Release 2. CDC Praxa consultants built the data warehouse on SQL Server. Following that a universe was designed for the solution and Performance Management was implemented on it. Since the installation, CDC Praxa consultants have built over 50 analytics each serving various purposes. The solution has now been implemented in Queensland, South Australia and Northern Territory and the reports cover the needs of all the wagering subsidiaries of UNiTAB.

CDC Praxa has also set up the security model for the SAP BusinessObjects implementation and will be helping UNiTAB to implement role-based access security. The flexibility of reporting is delivered faster and UNiTAB's IT Department is now able to support executives to make their informed decisions better.

"Now reports get churned faster and executives are happier as they can now spend time to make better decisions," Mr. Hing Chua said. "The average time for simple reports is a couple of hours and for fairly complex reports, a couple of days."

CDC Praxa
makes perfect ...sense



ABOUT CDC SOFTWARE AUSTRALIA | PRAXA LTD

CDC Praxa is one of Australia's leading and growing IT professional services solution providers. Operating since 1982, CDC Praxa has grown from 4 dedicated staff to over 250 specialists & consultants Australia-wide. With offices in Sydney, Melbourne, Brisbane and Adelaide, CDC Praxa delivers integrated end-to-end solutions that help organisations and Governments to align, customise and maximise their business operations.

A consulting services division of CDC Corporation Group, CDC Praxa is recognised industry-wide and has a solid reputation for providing business critical information technology management and consulting.

CDC Praxa is a **Quality Endorsed Company** having attained **ISO 9001** status confirming our commitment to the provision of quality services and to the continuous improvement of our processes. One of CDC Praxa's standout successes is our ability to combine the skills and experience of our dedicated staff with documented policies, procedures and methodology. CDC Praxa is also an endorsed federal government supplier and is on several Government Panel Contracts for NSW and VIC including the ICT Services Approved Supplier Panel Contract 2020.

Providing BI solutions & services since the early 1990's, CDC Praxa has been successfully managing and implementing these to many corporate and government organisations including Australian Broadcasting Corporation, Department of Foreign Affairs and Trade, Department of Education & Training, David Jones, Woolworths, Cochlear, Australian Hearing Services, Amalgamated Holdings Limited, L'Oreal, National Australia Bank, Greyhound Racing Victoria, Harris Transport, NSW State Transit Authority, NSW Commission for Children and Young People, VicRoads, Catholic Education Office, Rocla, Victoria Legal Aid, UEC Technologies, The Sydney Fish Market, UniTab, Queensland University of Technology, St Vincent's Hospital, Transpacific Industries and Coca Cola Amatil.

Contact Us

CDC Software Australia Praxa Limited

Members of the CDC Corporation

Adelaide

38 Sir Donald Bradman Drive
Mile End SA 5031
Tel: 08 7423 0600
Fax: 08 8354 1477

Brisbane

Level 1, 1 Gardner Close
Milton QLD 4064
Tel: 07 3295 5700
Fax: 07 3369 0722

Melbourne

Level 2, 99 Coventry Street
Southbank VIC 3006
Tel: 03 9223 4300
Fax: 03 9223 4301

Sydney

Riverside Corporate Park
Level 1, 12 Julius Avenue
North Ryde NSW 2113
Tel: 02 8870 7000
Fax: 02 8870 7222

Email

enquiry@cdcsoftware.com.au

CDC Software Australia
www.cdcsoftware.com.au

Praxa
www.praxa.com.au

