# Well-designed BI Migration Strategy & Implementation helped a Leading Baker to Automate Monitoring Tools for Smooth Operations

## SITUATION

The customer needed an expert team to access its current BI landscape, and perform Cognos migration as per best practices. The engagement also required studying the environment to recommended process improvements and create standardized processes

## IMPACT

The customer wanted the transition from the old to new BI environment to be performed while ensuring that both Cognos versions were installed on the same servers with minimum or no impact to BAU

## RESOLUTION

ITC Infotech completed the upgrade successfully for all business groups across multiple geographies

# The Customer

The customer is an international forerunner in the baking industry and has one of the most significant bakery operators in Northern Europe. The group is also renowned as the world's largest producer of thin crisp and the second largest producer of crisp bread. They have a net sales of approximately EUR 4,14,5 million (2013) and boast of an employee base of 2745 people.

# The Need

The customer's requirement entailed the movement of the existing BI environment from Cognos 10.1.1 to 10.2.1 with both versions co-existing on the same set of production servers. Additionally, a Cognos development environment was required to be set up to mirror production. All reporting servers in the new environment needed to be configured to run in 32 bit execution mode. Due to bugs in the new software there were data mismatch/errors in the existing reports. Moreover, since both the versions were installed on the same set of production servers, upgrade activities needed to be carried out during off-business hours. In addition, most end-users updated reports after the production environment code was already frozen and there was inconsistency between patches applied for TM1 interoperability and dynamic cubes in the production and development environment.

# The Solution

ITC Infotech experts determined that the new IBM Cognos 10.2.1 BI environment would only need to support the existing IBM Cognos BI user count and workloads, which meant the new environment architecture could remain the same with some modifications related to the execution mode of report servers. They also found out that the same physical machines could host the new IBM Cognos 10.2.1 BI environment using different ports and other slight modifications. Based on these considerations, we planned to upgrade all applications to the new IBM Cognos 10.2.1 release to make them compatible with other enterprise wide changes and to leverage the new features of IBM Cognos 10.2.1. This approach involved

- Moving all applications using the existing version to the new one in a phased manner and shutting down old instances after transition

- Reusing existing hardware wherever possible

- Moving application users to the new environment, and disabling artefacts on the old environment after testing

- Allowing same set of users to access both the IBM Cognos old and new environments only during the testing phase

- Ensuring that both Cognos versions exist on the same Windows boxes using different port numbers

The approach decided on for upgrading the content store involved using the deployment utility to move the contents of the content store via the export/import wizard in the IBM Cognos Administration console. This approach enabled transporting the content to a different RDBMS by deploying security settings and capabilities separately.

# Business Benefits

- Upgrade successfully completed for all other business groups

- Engaged Cognos support for the Cognos 10.2.1 bug for DQM Estonian Reports

- Conducted process analysis and developed future process templates for the business

- Identified desired process improvements needed and created standardized processes

- Installed FP3 to unify the code on both environments and escalated for an FP3 fix as Cognos support provides fixes for FP3

- Automated monitoring tools for smooth operations and support in identifying object count, obsolete schedules, long running reports etc

- Transition performed keeping in mind that both the Cognos versions are installed on the same servers with minimum or no impact to BAU, and ensuring minimal downtime on the existing production environment

## ITC Infotech's DWBI & Analytics Practice

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The Practice focuses heavily on NextGen and Futuristic BI technologies and has developed capabilities in BIG Data Analytics, Mobile BI and In-Memory / NoSQL Databases and large data appliances. The Practice has developed its own customizable solutions for Enterprise Data Integration, Domain-specific Data Modeling, Social Analytics and Data Type conversions.

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