



## Case Study



### Melbourne Water

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Melbourne, Victoria, Australia

### **SOLUTIONS USED: APOS ADMINISTRATOR (OBJECT MANAGER)**

#### **BACKGROUND:**

**Melbourne Water**, a utility operated by the Victoria state government, sees its mission to be "Enhancing life and livability with secure and reliable water services, desirable urban spaces and environments, and healthy waterways and bays." The utility is bound by the provisions of the Victoria Water Act, which Act also empowers the utility to institute by-laws in support of its mission to manage both the water supply and the utility itself with sustainability in mind:

Day to day we manage water supply catchments, treat and supply drinking and recycled water, remove and treat most of Melbourne's sewage, and manage waterways and major drainage systems... Sustainability is part of the way we do business. We consider the long-term interests of the community and future generations, and our solutions strive to balance environmental, social and financial outcomes... When it comes to corporate sustainability, we are ranked among the top performing Australian and international water utilities.

Balancing integrated water management, environmental stewardship, and financial sustainability is a serious commitment, requiring an equally serious commitment to information quality. SAP BusinessObjects is an important part of Melbourne Water's business intelligence strategy. Their BI deployment is frequently in a state of transition as they upgrade, migrate, and provide new services to their information producers and consumers.



## **CHALLENGE:**

Melbourne Water brought in consultant Leo Kozhushnik to effect upgrades in their SAP BusinessObjects deployment and address migration challenges in preparation for their upgrade to BI 4. Leo worked with the multiple business units, as well as with the BI and Systems teams in the IT department, to find solutions to many challenges, including:

- Consolidating numerous data sources
- Updating Crystal Reports objects to the new consolidated data source
- Implementing SAP BusinessObjects Data Services
- Designing universes to facilitate adoption of Web Intelligence for self-serve BI
- Creating an inventory of all reports in the system to enable cleanup
- Simplifying and codifying BI platform administration processes

Leo soon realized that automation would be the key to meeting these challenges. One of Melbourne Water's IT systems managers suggested Leo investigate APOS Well Managed BI solutions as a means to apply automation to some of these challenges.

## **SOLUTION:**

Melbourne Water implemented the Object Manager module of the APOS Administrator solution. When the Asset Planning business unit needed to upgrade their database server and consolidate and upgrade multiple data sources, Leo used Object Manager to reconfigure all of Asset Planning's Crystal Reports data connections. Leo estimated this particular task would require approximately 16 resource hours to complete manually using the SAP BusinessObjects CMC, but it now takes only 15 minute with the APOS Object Manager. Leo also noted that, by automating this process, they greatly reduce the possibility of human error in the reconfigurations. Leo expects this type of operation to be a regular occurrence as Melbourne Water undergoes further upgrades and improvements to its services.

Object Manager's object promotion capabilities have also been extremely useful at Melbourne Water. When Leo implemented SAP BusinessObjects Data Services, he used Object Manager to ensure the smooth and safe promotion of the required object changes. These object promotion capabilities also facilitated the adoption of Web Intelligence reports for self-serve BI, simplifying the promotion of universes and updates to database connections. Performing these operations via the SAP BusinessObjects CMC would have been much more labor-intensive and potentially error-prone.



One of the first steps in preparation for migration is content cleanup. Melbourne Water had been looking for a way to inventory the 900 plus reports that have accumulated over a decade of SAP BusinessObjects use. They needed to inventory the reports by their paths and connections, but part of the difficulty was that all of the databases connection strings were encrypted. Using the APOS Administrator Object Manager, Leo was able to generate a list of reports, including their paths and connections, and export the list to Microsoft Excel for analysis. From there, Leo said cleanup was "a piece of cake."

### **WHY APOS?**

Melbourne Water has only just scratched the surface of what the APOS Administrator solution can do to simplify and automate SAP BusinessObjects administration, which is why they plan to make this solution an integral part of the BI toolkit to be inherited by their future SAP BusinessObjects administrative resources.

These resources will discover that the Object Manager module has a wealth of capabilities, letting you:

- Manage thousands of objects simultaneously
- Perform sophisticated deployment of reports and documents to the system
- Control security to the various objects
- Perform common maintenance tasks on Users and Groups
- Simplify the process of setting advanced security rights

Leo said:

The product was extremely easy to install and implement, and we were able to use it to save significant resource hours immediately. I demonstrated APOS Object Manager to the IT BI team, who were impressed by its capabilities. We are sure this product will help new resources quickly become adept at all of their day-to-day administrative tasks, to make ad hoc changes as required, and to take on new SAP BusinessObjects initiatives as they arise.

Formed in 1992, APOS Systems is a global provider of solutions which enable well managed business intelligence. APOS solutions improve the return on your BI investment through enhanced BI platform management, providing automated and simplified administration, detailed platform auditing and monitoring, robust archive, backup and restore capabilities, enhanced content publishing and distribution, detailed BI query awareness and controls; and targeted solutions to speed and streamline your platform migrations.

APOS solutions simplify, automate, complement and extend your BI platform management practices.



**FOR MORE INFORMATION:**

Allan Pym, COO

519.666.2020 or [apym@apos.com](mailto:apym@apos.com)

**APOS Systems Inc.**

*Head Office:* 100 Conestoga College Blvd Suite 1118, Kitchener, Ontario Canada N2P 2N6 Tel:

519.894.2767 Fax: 519.894.1891

Email: [apos@apos.com](mailto:apos@apos.com)