



## Case Study



### JAMS – The Resolution Experts

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Headquartered in Irvine CA, with offices in over 20 other US cities

**SOLUTIONS USED:** **APOS Administrator**  
Product Components Used:  
InfoScheduler for SAP Business Objects XI

#### BACKGROUND:

Describe and link to the company. Mission.

**JAMS, The Resolution Experts**, is the largest private *alternative dispute resolution* (ADR) provider in the world. Their mission is in their name: to be the resolution experts – to provide "the highest quality dispute resolution services to our clients and to our local, national, and global communities." Striving for "uncompromising neutrality, and the highest ethical standards," they resolve complex legal disputes through mediation and arbitration.

By the nature of their mission, it is easy to understand why JAMS would be concerned with the integrity and availability of information. With more than 250 full-time neutrals, 190 employee associates, and a large case load, JAMS has complex reporting needs. By corporate standards, JAMS seems small, but it is an organization that is extremely information-driven.

#### CHALLENGE:

Each month, using SAP Business Objects Edge, JAMS schedules over 400 Crystal and Web Intelligence Reports to more than 50 internal information consumers in operations, senior management, and marketing. These information consumers need the timely, complete and accurate information provided by these reports to make critical business decisions that live up to their uncompromising neutrality and high ethical standards.



Excellence comes at a price, and JAMS was paying the price for excellent business intelligence with high administrative overhead. Scheduling the 400+ reports they needed to deliver was drawing resources away from their core activities.

### **SOLUTION:**

As so many information-driven, small- to medium-sized companies have done before them, JAMS solved their administrative overhead problem by implementing APOS Administrator InfoScheduler. InfoScheduler combines a familiar Microsoft Excel interface with advanced scheduling capabilities to simplify SAP Business Objects administration tasks.

Greg Parker, IT Manager at JAMS, commented on the positive effects that InfoScheduler has had on his department: "InfoScheduler has streamlined our report scheduling process. You can manage all reports at a glance on one spreadsheet. In addition, report modifications are no longer cumbersome because you can retain scheduling information after republishing."

### **WHY APOS?**

Greg says JAMS is saving between eight and ten hours per month using InfoScheduler. When asked why they chose the APOS solution, Greg replied: "In my search for a scheduling solution, I found no other product that combines the productivity and ease of use as the InfoScheduler."

JAMS is secure in the knowledge that the APOS solution will pay for itself in short order. But they also know that InfoScheduler reduces human intervention – and thus human error – in the report scheduling process, and they know that their information consumers are getting the information they need when they need it.

It's hard to put a price on peace of mind, but that too is a benefit.

APOS Systems Inc. is an SAP Business Objects Technology Partner and has been a Crystal partner since 1996. APOS has acknowledged a key SAP Business Objects XI and Crystal Enterprise strength - its open architecture - and has designed and developed a variety of solutions that offer customers additional capabilities within the SAP Business Objects enterprise infrastructure.

### **FOR MORE INFORMATION:**

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