

# Leading Customers

## Advance Their BI Initiatives



"We use WebFOCUS to deliver information to more than 100,000 people in all 50 states on a 24 x 7 basis. WebFOCUS is our enterprise standard for internal and external reporting."

John Sheridan  
Applications Manager  
Administaff



A look inside how Administaff, NASA, and Ford have grown their Information Builders investments over the years.

### Administaff Extends WebFOCUS Benefits Company-Wide

**Challenge:** Leverage BI technology to its fullest potential, both internally and throughout the extended enterprise.

**Strategy:** Upgrade WebFOCUS to take advantage of the latest capabilities, including Active Reports and Visual Discovery.


**Results:** Highly efficient report development and distribution; ongoing client satisfaction among more than 100,000 WebFOCUS users.

Based in Kingwood, Texas, Administaff is the nation's leading professional employer organization. Administaff first began using WebFOCUS several years ago to access personnel-related reports on payroll, benefits, and employee information. After successfully using the BI software in a client-facing capacity, the company decided to adopt WebFOCUS as its enterprise-reporting standard.

Today, authorized users rely on WebFOCUS to access a wide variety of operational and financial information, including historical

paycheck data for work-site employees and company-wide benefit and tax information for managers.

Twenty developers and power users have also created more than 8,000 internal reports for Administaff's various business units. These developers are exploring the possibility of creating WebFOCUS reports as Web services that can be embedded into a variety of business applications. They are also evaluating WebFOCUS Active Reports as a way to give external users more control over their data, and WebFOCUS Visual Discovery to help developers create applications very quickly and help users visualize BI software's strengths.

Administaff currently supports more than 100,000 users at 5,000 client companies through a self-service reporting portal, relieving the workload for internal personnel. 



### NASA Enhances Its Reporting Capabilities

**Challenge:** Create BI applications to manage travel, budgets, IT expenditures, contractor requirements, and other core business activities.

**Strategy:** Automate reporting, information delivery, data entry, and workflow approval processes with a cohesive set of tools for reporting and business intelligence.

**Results:** A standard, repeatable set of reporting processes that feature portable analytics and integration with Microsoft® SharePoint.

NASA's information systems are constantly evolving – and that's one reason Information Builders has been such a reliable partner.

For many years, the NASA Launch Vehicle Processing Directorate relied on WebFOCUS as one of the applications in its Insight system. The Directorate also created electronic log and surveillance systems to identify the requirements associated with processing the Space Shuttle, and to track those requirements to make sure they were met correctly. NASA also created WebFOCUS applications to simplify budgeting, manage travel expenses, and track IT requirements. They used iWay solutions to connect these BI applications with a wide variety of enterprise software.

The innovation continues. Today, the Launch Vehicle Processing Directorate wants to use

WebFOCUS Magnify to enhance searches within its engineering requirements documents, creating Google-style results from data sources across the enterprise. The Directorate also plans to use Active Reports and Mobile Favorites to deliver analytic capabilities to engineers when they are disconnected from the network.

Finally, the Launch Vehicle Processing Directorate is integrating its WebFOCUS applications with a Microsoft SharePoint portal environment to simplify access to this important data. WebFOCUS Open Portal Services enables developers to deliver real-time BI content to the SharePoint Server with little or no programming.

“WebFOCUS allows us to develop applications and get user buy-in very quickly,” says Ron Phelps, a project manager in the Launch Vehicle Processing Directorate. “We’re meeting operational requirements and administrative requirements with the software.”



“Time and time again, WebFOCUS has evolved to provide the capabilities we need.”

**Ron Phelps**  
Project Manager  
NASA Launch Vehicle Processing Directorate





"We have seen savings of \$40 million to \$60 million per year by delivering actionable information to our dealerships."

**Jim Lollar**  
Business Systems Manager of Global  
Warranty Operations  
Ford Motor Company



### Ford Revs Up Its Warranty Business

**Challenge:** Help 10,000 dealers identify problems with warranty repair costs.

**Strategy:** Create a self-service reporting environment for dealers and repair specialists.

**Results:** Ford saves \$40 to \$60 million per year in covered warranty repair expenses.

The BI industry has evolved considerably since 1999 when Ford first deployed its Global Warranty Management System (GWMS). But Jim Lollar believes WebFOCUS remains the best tool for the job. "Helping dealers keep costs down and comply with regional averages contributes to Ford's bottom line," says Lollar, who serves as Ford's Business Systems Manager of Global Warranty Operations. "WebFOCUS helps us make the warranty business as efficient and consumer-friendly as possible."

GWMS is a self-service reporting system that lets dealers review their warranty performance and gives them tools for examining repair trends. Built with WebFOCUS, it monitors how each dealer's warranty performance varies from the average performance of other dealers in the same geographic region. Thanks to a highly visual interface to the statistical data, dealers can grasp their performance records at a glance.



Under Lollar's leadership, GWMS has steadily improved and become more broadly distributed. Today the system is deployed in 14 languages, and more than 10,000 dealers rely on it for current information. Other dealers will be added in the coming years as Ford expands into new Asia-Pacific markets. Despite this extensive worldwide footprint, Ford has just one full-time administrator watching over the system, along with a colleague who assists part-time. "WebFOCUS has advanced our capabilities substantially," says Lollar, "it is a big leap forward in our ability to give dealers information."

Lollar credits Information Builders for making steady improvements to the WebFOCUS environment. "We've gone from the Wright Brothers to the Space Shuttle in six years," he adds. "Formerly, dealers only had static reports pushed out of a printer. Now we give them interactive tools to determine what is wrong with their repair shops – right down to individual repair orders and vehicle numbers."

Ford plans to take advantage of WebFOCUS Active Reports to send interactive field reports to dealers by e-mail. Active Reports include embedded diagnostic tools, so dealers can use them to instantly figure out what is causing a problem, and then take action to fix it. Lollar is also exploring the possibility of migrating the GWMS system to a z/Linux environment for greater efficiency. ●