

CASE STUDY

Industry | Higher Education

Country | United States

incorta

ANALYTICS THAT POWER A TOP 10 UNIVERSITY'S FACILITY OPERATIONS SUCCESS

Incorta Drives Operational Success for University's Land and Operations Department with Oracle E-Business Suite Integration.

**15
MINUTES**

FAST, UNIVERSITY-WIDE
INSIGHTS DRIVE REAL-TIME
OPERATIONS

"By implementing Incorta, we went from almost a total absence of reporting to immediate access to virtually real-time information. We're seeing a big increase in productivity and feedback from our users is incredibly positive. This is a huge win for us."

Business Systems Manager
Land & Buildings Department, Top 10 U.S. University

Speeding access to data insights boosts departmental efficiency and reduces maintenance and labor costs.

With over 300 buildings, this Top 10 University is like a small city, requiring extensive support and systems oversight. The Land and Buildings Department manages the university's facilities and provides maintenance on-demand for an average of 8,000 active work orders

The department's ability to efficiently assign tasks to approximately 300 technicians and appropriately bill the cost of maintenance to requesting departments was hampered by an inefficient BI tool. This directly impacted the Land and Buildings budget.

The university needed a solution that integrated with Oracle E-Business Suite (EBS) to better manage assignments and avoid work delays.

With Incorta, the Land and Buildings team has the ability to see billable and non-billable work hours assigned to a workshop or technicians within seconds. Managers can easily assign work or add hours across departments, resulting in greater productivity and better control over costs.

Using Incorta, the university benefited from:



Fast access to real-time information

Incorta enables data refresh as frequently as necessary to deliver real-time insights and ensure always up-to-date information, all without causing system delays.



Powerful performance, simplified infrastructure

With the ability to aggregate large, complex business data at blazing fast speeds, Incorta eliminates the need for a data warehouse and unnecessary, time-consuming ETL processes.



Easy implementation and management

The ability to load and analyze data with immediacy makes Incorta easy to integrate, and new analytic applications can be rolled out in days instead of months.

The Challenge

Slow systems compromise work and reduce revenues.

To keep buildings operational and safe for faculty, staff, and students, the Land and Buildings Department oversees a team of technicians that staff a variety of workshops. Work orders are generated within Oracle EBS, but a manager must estimate work hours required for completion and assign the task to a technician. The department's previous BI solution often experienced delays as it pulled data from EBS in response to basic queries, frustrating users and slowing work down. When technicians would try to look up active work orders, they would sometimes have to wait up to 15 minutes for a response, eating into billable time and impacting the budget.

The Solution

A real-time analytics platform seamlessly integrated with Oracle EBS.

With the implementation of Incorta, users can see work orders and billable and non-billable work hours in seconds. When users log into EBS, the first thing they see is an Incorta dashboard, and they can seamlessly switch between Oracle transactions and Incorta analytics with a single sign-on (SSO). The SSO and the option to leverage roles and responsibilities already assigned to university users within EBS increases data security. And with the ability to click on individual work orders and make changes to its EBS transaction record (like adding hours or shifting due dates from within Incorta), users can work quickly and effectively.

THE RESULTS

More efficient operations.

Real-time information access makes assignments and planning more current. With data updated every 15 minutes versus once per day, managers can better plan workloads.

Increase in productivity with reduced wait times and greater efficiency has also boosted positive user feedback.

Boosted billable hours by making work assignment more efficient and eliminating delays in viewing work orders for technicians.

Expanded insights.

Two million transactions loaded in just one hour to enable proof-of-concept analysis and access to new insights.

Single solution for multiple departments.

The university's Central IT also implemented Incorta in the Environmental Department, Development, and for its own team makes data-driven insights accessible across the university.

Infrastructure efficiencies.

Eliminated unnecessary parts of ETL and the need for a data warehouse with a seamless integration with Oracle EBS and the ability to draw data from non-Oracle applications.

"We set aside four hours for the initial proof-of-concept meeting with Incorta. But in just one hour, we were able to load and analyze the data from millions of transactions and see new insights."

Technical Manager
Central IT Department, Top 10 U.S. University

ABOUT UNIVERSITY

Ranked among the top 10 national universities by U.S. News and World Report, this renowned institution produces ground-breaking research and offers a full range of undergraduate majors, master's and doctoral programs. Its diverse environment supports administration, research, and the student community, operating much like a small city because of its size and complexity.

ABOUT INCORTA

Incorta is the data analytics company on a mission to help data-driven enterprises be more agile and competitive by resolving their most complex data analytics challenges. Incorta's Direct Data Platform gives enterprises the means to acquire, enrich, analyze and act on their business data with unmatched speed, simplicity and insight. Backed by GV (formerly Google Ventures), Kleiner Perkins, M12 (formerly Microsoft Ventures), Telstra Ventures, and Sorenson Capital, Incorta powers analytics for some of the most valuable brands and organizations in the world. For today's most complex data and analytics challenges, Incorta partners with Fortune 5 to Global 2000 customers such as Broadcom, Vitamix, Equinix, and Credit Suisse.