



INDUSTRY: Higher Education  
COUNTRY: United States

# Analytics That Power A Top 10 University's Facility Operations Success

Incorta drives Operational Success at university Land and Operations Department with Oracle E-Business Suite Integration.

15  
Minutes  
Real-time Insights  
Drive Real Time  
Operations

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

With more than 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 with about 8,000 work orders active at any time.

The department's ability to efficiently assign tasks to approximately 300 technicians and oversee the appropriate billing of the cost of maintenance to the requesting department 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, Land and Buildings has the ability to see billable and non-billable work hours assigned to a workshop or technicians within seconds. Managers can assign or add work hours by drilling down from the dashboard helping employees be more productive and helping control costs and drive efficiencies.

*"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

## USING INCORTA, THE UNIVERSITY BENEFITED FROM:



### Fast access to real-time information

Incorta enables data refresh as frequently as necessary to deliver almost 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 the extract, transform, and load (ETL) process.



### Easy implementation and management

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

**The Challenge**

**Slow systems hamper 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 EBS**

With the implementation of Incorta in the university’s Land and Buildings department, 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 has also implemented Incorta in the Environmental department, Development and for its own team makes data-driven insights accessible across the university.

**Infrastructure efficiencies.**

**Eliminated ETL** and the need for a data warehouse with 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 only Unified Data Analytics Platform powered by Direct Data Mapping. Purpose-built to help companies stay ahead of the accelerating rate, volume, and complexity of modern enterprise data, the platform delivers unmatched speed and visibility. Incorta is built with open standards and integrates with cloud-friendly tools and platforms, making it easy to consolidate data in the cloud and extract meaningful insights. 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 in the world.