

WHY GRANVILLE ASSOCIATES CHOSE TM1?

Granville Associates chose *TM1* software from *Applix* to provide OLAP (OnLine Analytical Processing) with their **Business Intelligence solutions**. Customers are enthusiastic about TM1, particularly its speed, ease of use, and fast implementation. This is backed up by the independent OLAP Survey.

This article provides some highlights from this survey and some feedback from customers about how they have used TM1.

THE OLAP SURVEY 6

The OLAP Survey is an independent analysis of why customers buy OLAP tools and how successful they are in use. The survey has been conducted annually for the last 6 years. The most recent, OLAP Survey 6, was based on 4,270 responses received from over 88 countries.

The full survey is available at www.survey.com/olap but here are some key points.

Product Selection

- Query performance and ease of use for end-users and application builders were key reasons why customers chose TM1.
- Once products were on a list to be selected, TM1 was the most likely to be selected (78%).

Implementation

- Customers need to involve their own staff in implementation projects which of course is a cost. TM1 scored very well here, needing an average of only 1.37 people to run and administer their projects, compared with over 7 people for an Oracle or SAP project.
- TM1 projects were also very quick, taking on average 2.6 months, compared with 4 - 5 months for most other leading vendors.

Realising Business Benefits

- TM1 scored very highly in realising business benefits in many areas, particularly in achieving faster and more accurate reporting, enabling better business decisions and saving headcount in business departments.
- Business benefits were most likely to be achieved if projects went live within 3 months.

Product Support and problems reported

- TM1 scored well on product support and low on the number of problems reported, particularly low on any problems with performance.

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TM1 CUSTOMER FEEDBACK

Applix customers have similar, very positive messages about TM1, many presenting how they have used the product at Applix 'customer' days. Here are just a few examples:

British Arab Commercial Bank – a prestigious British based bank, with clients across the world, offering a traditional range of commercial banking products.

- Used Granville's Business Intelligence Factory product, incorporating TM1, to take data from 5 source systems and completely replace a profitability system plus provide a complete Business Intelligence solution
- Full profitability information available next business day, instead of in 2 weeks
- Can make commercial decisions faster with complete confidence in the data

Suntrust Banks: One of the USA's largest and strongest financial holding companies – 1710 branches, 2804 ATMs.

- 1989 – Started as planning tool. Continuous increase in use - now 1500 users
- 2005 – Replaced Cognos' PowerPlay and Hyperion's Scorecard.
- TM1 benefits: Very customisable and flexible

Leading Credit Company: 11+ million customers, 13+ million cards in use.

- Solution up and running in 6 weeks
- Use TM1 to reduce fraud and improve customer service
- Reduced time to receive fraud information from one week to near real-time interactive analysis

BAE Systems - 90,000 staff in 5 continents, £51bn turnover.

- Requirements:
 - Long-term solution that can grow and adapt as business changes
 - Common Management Information platform across the business
 - To provide fast, accurate financial and profitability information
- Started small (low risk) – 1 user in 1997. Grown big – 185 users in 2006
- 2004: New fast implementation – from licence purchase to live in 6 months. Benefit: halved reporting timescales

Northampton NHS trust: activity for 630,000 patients over 95 GP practices.

- Now has one source of the truth - with data recorded from many sources
- Can easily see summary activity against government targets, but can drill to individual patient. Can see much information not possible before
- Easy to use (many doctors dislike spreadsheets) and no SQL skills needed

Burton Foods: 5 factories, 800 products, 3000 employees, 2000 customers.

- Substantial pilot in a few days, shown to users. Good fit with data warehouse
- Delivered on time and in budget
- Used across the enterprise: finance, customer & product profitability, customer service, manufacturing and purchasing