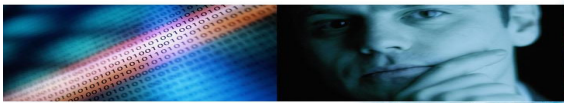


## CASE STUDY

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# System Health Check

*“Cognos TM1 is at the heart of the finance function at Thresher. We have developed the system over several years and needed a fresh pair of eyes to review the system. ICit produced a list of recommendations which were implemented and improved system restart by 80%.”*

*Dominic Wyer-Roberts  
Systems Manager  
Thresher Group*

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### Cognos TM1

Are you maximising the return on investment in BI?

Are you benefiting from the latest software release?

Is your system running optimally?

Do you have sufficient in-house expertise?

If you are experiencing any of the above issues, ICit offers a **free** BI system health check to help you decide how to improve your BI implementation.

The health check is conducted on-site and is completed in one day. We provide you with a report that contains the following;

- Audit of existing system infrastructure
- Review of applications and architecture
- Recommended system enhancements
- Best practices
- System Housekeeping
- Assessment of training requirements

If you would like to take up our offer to help improve your return on investment in BI, please contact us now.

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### Thresher Group

Thresher Group has been using TM1 user since 2002 and uses it primarily in the finance function. As with many busy finance functions the development of TM1 became ad hoc after the initial implementation. ICit were invited to review the system and to make recommendations on how to improve performance and user experience.

PROBLEM	SOLUTION
Data discoverability, “Where is my data?”	Rationalised dimension structure to improve user friendliness
Report refresh times too long	Optimised rules and feeders
Data held on dummy cost centres difficult to use in decision making	Redesigned month end processes to ensure TM1 had correct level of detailed data
Model construction and design	Utilised best practice design methods and techniques
Model start up time too long	Optimised rules and feeders to reduce start up time by 80%

Dominic Wyer-Roberts, Systems Manager, was delighted with ICit’s recommendations and with the increase in user satisfaction “Some users were getting frustrated by the performance issues each day. However, following the implementation of the changes recommended by ICit, they are highly satisfied...similar to the reaction you experience when adding a digital receiver to an analogue TV”. He continued “not only did the Health Check improve the system, we gained additional advice from ICit in terms of best practice model design, which was an added benefit. I would thoroughly recommend a review to others.”

### Summary

In general terms most system implementations can benefit from a health check, particularly if they have been developed over a number of years by a number of developers. Can you afford not to take advantage of a review?

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