

▶ EDB Business Partner

“We’ve won new customers because of our implementation of SSA Enterprise Reporting.”

—JAN KRISTIAN HOKSTAD, PRODUCT MANAGER, EDB BUSINESS PARTNER



“

... the tight integration of SSA Enterprise Reporting with our IBM Websphere Portal, IBM security solution and IBM mainframe was an important advantage.”

— JAN KRISTIAN HOKSTAD, PRODUCT MANAGER, EDB BUSINESS PARTNER

► business and production reporting across the enterprise.

Business Issues

As a provider of outsourcing services to more than 250 local governments and healthcare facilities throughout Norway, EDB Business Partner (EDB) needed an enterprise reporting solution that would better meet its customers' demands. The company's existing enterprise reporting solution was proving to be a competitive disadvantage because the product lacked the functionality to give EDB customers easy-to-use reporting capabilities across its broad portfolio of business services.

EDB chose to implement a reporting solution based on SSA Enterprise Reporting because the product integrated easily with its overall infrastructure and enabled customers to use a single, modern product for all their reporting requirements.

The Company

EDB is a leading provider of information technology (IT) solutions and outsourced IT services. With more than 3,000 employees, EDB represents one of the strongest centers of IT expertise in the Nordic region. EDB provides customers with a single point of contact for the delivery of its broad range of services and to maintain a good understanding of their changing requirements.

The Solutions area delivers comprehensive software solutions and services for the public sector and the banking and finance industry. The IT Operations unit delivers secure, reliable, stable and cost-effective IT operating solutions for more than 250 local governments and healthcare facilities and for many of the region's largest corporations. The business area operates from computer centers in Oslo, Hamar, Lillehammer, Bergen, Trondheim and Bodø. EDB has operating revenue of NOK 4.8B (USD \$721M).

company -----	EDB Business Partner
solution -----	SSA® Corporate Performance Management
product -----	SSA Enterprise Reporting
database -----	IBM® DB2®
portal -----	IBM WebSphere® Portal
security -----	IBM Tivoli® Identity Manager, IBM Access Manager
industry -----	Business Services
revenue -----	USD \$721M
country -----	Norway

What's Critical

As a leading provider of outsourcing services to the public sector in Norway, it was critical for EDB to offer a reporting solution that would meet customer demands for a single application capable of supporting the full range of the company's Human Resources (HR), payroll, billing, tax and financial management outsourcing services.

The new reporting solution would need to integrate easily with the financial system provided by SSA Global, SSA FM; the payroll and billing application developed in-house by EDB; the tax application developed by the Norwegian government for use by all local governments; and the IBM-based hardware and middleware infrastructure at EDB's outsourcing center in Hamar that supports the public sector.

According to Jan Kristian Hokstad, product manager for enterprise reporting, EDB, the upgrade of the company's reporting solution was a matter of necessity. "Before we modernized our reporting offering, our customers had to use a different reporting tool for each of our core applications," he explains. "We needed to correct this situation by offering a new solution with a single Web-based user interface for all our applications."

In addition to meeting EDB's immediate need for advanced functionality, the new solution would need to come from a vendor with a long-term commitment to continually enhance its product functionality so EDB could keep pace with evolving customer demands.

Finding the Right Solution

After a competitive evaluation, EDB chose SSA Enterprise Reporting, a module of the SSA Corporate Performance Management solution, because the product met the criteria for functionality and ease-of-use, and SSA Global met the criteria as a vendor committed to sustaining development of new reporting functionality over time.

"We've been a long-time user of SSA Financial Management as the basis for our financial management offering so we knew that SSA Global developed excellent products and was a good partner," Hokstad says. After comparing SSA Enterprise Reporting with the new solution from its current vendor, the merits of the SSA Global solution became obvious.

“

SSA Enterprise Reporting is a very powerful solution for our customers and the people in their organizations who use it.”

—JAN KRISTIAN HOKSTAD, PRODUCT MANAGER, EDB BUSINESS PARTNER

► greater visibility of financial and operational results.

Hokstad explains: “SSA Enterprise Reporting provided the best value for EDB for two primary reasons: on the technical side, the tight integration of SSA Enterprise Reporting with our IBM Websphere Portal, IBM security solution and IBM mainframe was an important advantage; from the perspective of our customers, SSA Enterprise Reporting enabled us to offer them an easy-to-use solution for all their reporting requirements.”

Implementing Fast

EDB chose to manage the implementation internally, relying on SSA Global technical consultants to help the company meet specialized requirements. According to Hokstad, the implementation was a very complex technical challenge. “It was very important to get to market as soon as possible,” he says. “But it wasn’t as simple as just offering customers a new tool. We had to convert the reports that were developed with our former reporting tool and we had to integrate the new solution with our IBM WebSphere portal and security solution.”

“The collaboration with SSA Global during the implementation was very good,” Hokstad says. “EDB has the experts who know what our customers need and SSA Global provided the technical expertise to develop the overall reporting solution we needed to meet customer demands. When we needed help from SSA Global, we got the resources quite fast.”

EDB laid the groundwork for the implementation by first developing a training program for users and working with SSA Global consultants to develop a framework within the reporting solution that customers could use to easily build their own reports.

“In less than four months, we had more than 250 customers, 800 trainers and more than 4,500 individuals using the new reporting solution,” Hokstad says. “This proves that the solution is very user friendly and easy to implement. Using a combination of telephone and Web presentations, we were very successful in applying a “train-the-trainer” concept to accomplish a quick implementation.”

Making it Pay

EDB has successfully leveraged the SSA Enterprise Reporting solution to give itself and its customers business advantage. “With our old reporting solution, we had many customers who limited access to their reporting solution to just a few people in their organization,” Hokstad says. “Now that we have a more versatile and user friendly reporting solution, our customers are expanding access to the tool throughout their organizations.” Since beginning the implementation, EDB has increased the overall number of people using its reporting solution from 2,500 to more than 4,500.

Hokstad cites the example of one large customer that has expanded access to the reporting solution from 50 users to 400 users. “This is a significant benefit because users no longer have to wait for the central organization to prepare the report,” he explains. “They can get the information immediately, when they need it.”

“SSA Enterprise Reporting is a very powerful solution for our customers and the people in their organizations who use it,” Hokstad says. “And, it’s also a very powerful solution for EDB. We’ve won new customers because of our implementation of SSA Enterprise Reporting.”

Forward Faster™ - Into the Future

Working with SSA Global, EDB is focusing on further development of its enterprise reporting solution and the use of standard reports and queries integrated with the company’s ERP solution. “Our intent is to continually improve the capabilities of our reporting solution so our customers can strengthen their business,” he says.

EDB sees long-term value in working with SSA Global, in large part because the breadth of the company’s product line and international scale instills confidence.

“I’ve worked with SSA Global for many years, first with SSA Financial Management and now with SSA Enterprise Reporting” Hokstad says. “The company is a large, international organization with a lot of potential in the Nordics market place.”

“Our long-term plans are to upgrade to the next version of SSA Financial Management,” Hokstad says. “We also are evaluating a number of other solutions from SSA Global.”

About SSA Global

SSA Global™ (NASDAQ: SSAG) is a leading provider of extended ERP solutions for manufacturing, distribution, retail, services and public organizations worldwide. In addition to core ERP applications, SSA Global offers a full range of integrated extension solutions including corporate performance management, customer relationship management, product lifecycle management, supply chain management and supplier relationship management. Headquartered in Chicago, SSA Global has over 50 locations worldwide and its product offerings are used by approximately 13,000 active customers in over 90 countries. For additional information, visit the SSA Global web site at www.ssaglobal.com.



forward faster

contact SSA Global

Global Headquarters

500 West Madison Street,
Suite 2200
Chicago, Illinois 60661
+1-312-258-6000
+1-312-474-7500

Asia, Pacific & Japan

+65-6885-0789
+65-6333-1409

Europe, Middle East & Africa

+44-1276-417-200
+44-1276-417-201

Latin America (Brazil)

+55-11-5508-8800
+55-11-5508-8801

Latin America (Mexico)

+52-55-52-01-55-00
+52-55-52-01-55-90

www.ssaglobal.com

Please contact your local SSA Global office regarding availability of products in your region.

© 2006 Copyright SSA Global Technologies, Inc. and its Subsidiaries and Affiliates. All rights reserved.

The SSA Global logo, SSA Global and forward faster are trademarks and SSA is a registered trademark of SSA Global Technologies, Inc. in the United States and/or other countries. IBM, DB2, WebSphere and Tivoli are registered trademarks of International Business Machines Corporation. All other trademarks mentioned herein are trademarks of their respective owners.

SSACC_ECBGEENUS_0206-1