



# Business Intelligence Solutions Overview

**The Aspect Business Intelligence Practice is a seasoned, proven group of consultants that specialize in delivering tier one solutions around the Microsoft SQL Server Data Platform. Established in 2004, the Practice built solutions with SQL 7.0/2000 and DTS. Today, the landscape has become much more diverse and challenging to navigate for customers. Having a trusted advisor like Aspect allows all involved parties to focus on the business problem, rather than the technical challenges.**

## Go-To Technologies

The Business Intelligence team at Aspect is focused solely on providing tier one solutions to challenging and complex BI problems. Aspect prides itself on being ahead of the curve as it relates to current and upcoming releases of SQL Server technology. This is done through Microsoft invitation-only training, such as Ranger Academy, SQL Server Maestro Boot Camp and Virtual Technology Specialist Program (VTSP). Aspect focuses on the entire SQL Server / BI platform from Microsoft.

- SQL Server RDBMS – relational warehouse store
- SQL Server Integration Services – ETL tool for transforming data

- SQL Server Reporting Services – Push or on demand reports for onscreen or print-based consumers
- SQL Server Analysis Services (Multidimensional) – OLAP technology to surface massive amounts of data
- SQL Server Analysis Services (Tabular) – new technology in SQL 2012 leveraging the xVelocity engine. Typically built for in-memory data analytics.
- Data Quality Services – ensures quality of information to provide consistent definitions in data
- Master Data Services – used for integrity and consistency of information being transformed
- SQL Server 2012 Parallel Data Warehouse (PDW) – Microsoft appliance used for massive parallel processing (MPP) of structured, and semi unstructured data. Ideal for situations where typical data tools will not suffice.

## Solution Offerings

Aspect provides end to end solutions around the Microsoft SQL Data Platform. Many of Aspect's customers engage in the full suite of BI offerings as it relates to SQL Server. The Aspect team of consultants follows Kimball-based methodology while building tier one solutions for our customers. The engagements that Aspect delivers include the solutions listed below; that being said, they are not mutually exclusive. A large enterprise BI solution will often encompass most of the services listed on the following page. Specific solutions often requested by our customers include:

Solution	Solution Description
Business Intelligence "Health Check"	Aspect performs meetings with BI leadership and reviews the current state of the BI solution. In typical engagements, this involves reviewing the ETL, data warehouse, and Analysis Services cubes for performance bottlenecks, security concerns, and performance/processing enhancements.
Business Intelligence Discovery and Planning Session	Aspect works with both IT and business leadership to create the vision and charter document for a new BI solution. This solution is aimed at primarily focusing on the business drivers of the solution and the mappings into the data that will become the functional specification document.
Business Intelligence Data Warehouse Solution	Aspect performs the build of the star-schema warehouse that contains the data. This solution could be as small as a data mart for a small functional area or encompass the entire organization as part of an enterprise data warehouse. The goal of this solution is to have proper conformed dimensions and corresponding measure groups that can be leveraged either by an OLAP cube, or by a Tabular data model.
Business Intelligence ETL Solution	Aspect builds ETL package to migrate data from platform-to-platform. Aspect uses the latest and most recommended practices for SQL Server Integration Services, making the best use of memory and disk I/O. Typically, customers engage Aspect for this solution for a) data warehouse building ETL; b) data cleansing; c) business process changes.
Business Intelligence Analysis Services Solution	Aspect conducts a full build out of SQL Server Analysis Services cubes. This includes dimension, measures, calculated measures and named sets, KPIs, partitions, and security roles. This solution is often the capstone of completing ETL and data warehouse build outs.
Business Intelligence Reporting Services Solution	Aspect works with the client to scope and deliver a set of SQL Server Reporting Services reports. This can be as simple as standard row/column based reporting, or as complex as onscreen workflow that really extends the functionality of the Reporting Services product.
PerformancePoint Dashboard / Excel Services / Power View Solutions	SharePoint is often the vehicle that data is presented from the SQL Server platform. Aspect has solid expertise in building PerformancePoint dashboards to surface KPIs for executive drill-down. Excel Services are often leveraged for departmental reports and dashboards that need to be shared across functional groups. Power View is a new presentation-ready reporting solution that leverages both PowerPivot data and Analysis Services Tabular data.
Business Intelligence Analysis Services Tabular Solution (SQL 2012 only)	SQL Server 2012 offers a new form of Analysis Services known as Tabular. Aspect has deep experience in modeling and building the backend structures for the Tabular data model, as well as the frontend query language known as DAX.
Mentoring and Training Solution	Aspect works with the client's IT team to solve specific BI problems during a mentoring session. The client first identifies a list of specific areas that are problematic for their staff. Aspect BI consultants are then brought in to work in tandem with client resources. The outcomes are a solution to a business challenge and over-the-shoulder training for the client's staff.

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#### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

