

Expanding knowledge of SAP® solutions with **SAP Customer Connection**



Protiviti Inc.
Palo Alto, California
www.protiviti.com

Industry
Professional services

Products and Services
Data management, advanced analytics solutions, and consulting

Employees
4,600 (2016)

SAP® Solution
SAP® Customer Connection for SAP BusinessObjects Business Intelligence platform

Global consultancy firm Protiviti took part in an SAP® Customer Connection program to strengthen its consultants' knowledge of SAP solutions. Additionally, the project provided the opportunity to influence the development of new products in order to offer a premium service to customers.

Before: Challenges and Opportunities

- Improve SAP software used by Protiviti, such as the SAP BusinessObjects Business Intelligence (BI) platform
- Learn more about upcoming innovations from SAP
- Collaborate and network with other SAP experts

Why SAP

- Opportunity to share knowledge of previous use cases and experience with the SAP BusinessObjects BI platform with the product team
- Desire to create new functionalities, such as including content from personal folders and being able to use this in live environments
- Chance to have an influence on future SAP product designs
- Ability to test self-written code in the new platform

After: Value-Driven Results

- Added functionality for assigning servers to a server group, allocating these groups to specific folders, and using them in an active SAP platform
- Made new contacts with members of the SAP product team
- Implemented performance-enhancing applications, such as the Recycle Bin, leading to greater customer satisfaction
- Planned update to the tool Protiviti uses to integrate the SAP BusinessObjects BI platform within Salesforce software to meet new requirements

“These projects present a **fantastic opportunity. They don’t take much time when done on a monthly basis, but you can have a significant impact on the development of the product.”**

Dell Stinnett-Christy, Senior Manager, Data and Analytics, Protiviti Inc.

Reduced

the total cost of ownership for IT infrastructure.

Enhanced

knowledge of SAP solutions to offer customers a better service.

Accelerated

production installation process.

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