



### Cognos Business Intelligence

Successful companies use Cognos business intelligence to make the best decisions for their business. As they extend better decision-making company-wide, Cognos customers achieve a new level of effectiveness. CGN applies the best project management methodologies and expertise to ensure that companies with this vision achieve the highest possible return on their technology investments.

Many companies that have purchased Cognos tools have failed to realize full benefits and adequate return on their investments. CGN believes this is largely due to a lack of product knowledge and the implementation approach. CGN has proven methods to promote excellence in the execution of Cognos deployment and initiatives. In addition, CGN maintains a comprehensive Service Quality Program to ensure superiority in both deliverables and customer experience.

### Services

CGN provides end-to-end turnkey Cognos solutions such as:

- Technical Services
  - Installation and configuration
  - Migrations and upgrades – Migration to version 7
  - Security and access manager implementation - Utilizing Cognos and networking tools to ensure secure access to information throughout the organization
  - Component expertise – Power Play for Windows, Power Play with Excel, Upfront, Impromptu, Portfolio, Visualization, Scheduler and Access Manager
  - Applications – Cognos Financial Performance Management
  - Database Administration – Microsoft SQL; Oracle
  - Impromptu and IWR (Impromptu Web Report) development
  - OLAP Cube Building
  - Report delivery through multiple platforms: Upfront, Portfolio and Power Play for Windows/Excel
  - Web and integrated software development
- Project Management; Analysis and Consulting
  - CGN can help your organization build a structure and develop a blueprint for a successful Cognos implementation
  - CGN's experienced Cognos experts can help your organization at every facet of your Cognos implementation from project management, troubleshooting, upgrades and conversion to report and Cube development.

### Case Study

#### Background

The largest chemical transportation company in the United States with 140 terminal locations and over 40 affiliated companies needed to provide key business information through out its organization for better decision making in a very competitive business environment. The company required secure and accurate information to help improve decisions that affected the company's – profitability, safety, regulatory compliance, driver management & retention and customer & local terminal management. The company purchased Cognos Business Intelligence tools in 2001 to provide the required information to all its constituents.

#### CGN Solutions

During 2001 and 2002, CGN has built an enterprise wide Cognos solution that reaches from the Company CEO to employees at the local terminal level. The CGN solution includes:

- Dashboards for all levels of management
- Secured reporting accessible through Cognos (upfront) and the company's Intranet site was developed by CGN
- Over 60 data cubes and 300 reports have been created; published and scheduled to run automatically
- Integrated reports for external customers through the company's web site; also developed by CGN
- Trained internal IT staff and end-users
- Successfully migrated to version 7.0 from 6.5 within 60 days

#### Technologies Used

- Microsoft SQL 6.5; 7.0 and 2000
- Windows 2000
- Cognos tools version 7.0 – Upfront, Power Play for Windows, Impromptu; Portfolio, Visualization, Scheduler and Access Manager

#### Customer Benefits

This client has been able to take full advantage of their investment in Cognos and deliver the required information timely and accurately to all levels of management for better decision support. "CGN's product knowledge and approach to implementation was the key in our ability to successfully deploy and utilize Cognos" is a quote from the company CIO.

We work with the customer to create a crystal clear definition of the business issues prior to looking at the solution. Health, safety and environment issues continue to drive operational excellence besides pure regulatory compliance. CGN's experience in this realm helps drive a mature analysis and design process, reducing implementation pains as well as achieving business sponsor satisfaction. Our solutions building approach is based on a team building philosophy to help smooth change acceptance across user job functions.

CGN Transportation & Logistics areas of expertise

- Driver Management
- Dispatch Systems
- Wireless Applications
- Incidence and Claims Management
- Railcar Fleet Efficiency
- Trailer Fleet Management
- Cash Management
- Online Billing/Invoice
- Operational Dashboards
- Backhaul Efficiency

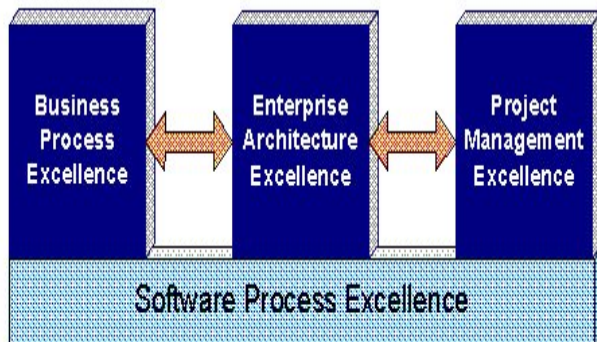
**WORKING WITH US**

Our simple objective is to become an invaluable thinking partner for our customers, providing them with strategic guidance and technology expertise to allow them to be **agile** in responding to their ever-changing business environment. CGN's strategy is to be the leader in building Cognos solutions.

As trusted advisor and partner to some of the world's most admired companies, we have gained a wealth of experience and insight and continue to earn the respect and business of our customers through our value-driven approach.

**TO LEARN MORE**

If you would like to hear our thoughts on a challenge or opportunity you are facing or on a specific topic of interest to you, please contact us at 1-888-RING-CGN or visit us at [www.cgn.net](http://www.cgn.net).



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