

BONAIR®

Corporate Quarterly Magazine
#2 > June 2005

review



> Important tools for the job market

Bonair has completed the implementation process of the central data base and a data warehouse for the Ministry of Economic Affairs and Labor. The National Monitoring System for the Job Market, the Central Data Base of Job Offers and CVs of Persons Seeking Employment, and the Data Exchange Subsystem are integral parts of Syriusz, a new IT system designed for the Public Employment Services. [page 3]

Interview

> Instead of tons of paper

At KGHM, we use millions of logistical and accounting documents in the acquisition process.

Since we have enabled the electronic document transfer, we manage to save significant amounts of time and money – we talk to Piotr Chabior, the Functional Management Director at KGHM S.A. [page 7]



> **Competent Partner**



With great satisfaction we announce that Bonair S.A. has won the 2nd edition of Microsoft **Competent Partner Competition** and became the **Recommended Partner by Microsoft Business Solutions**. We won the first prize for the implementation of the ERP II class, Microsoft Business Solutions Axapta 2.5 system in Wavin-Metalplast-Buk, the largest Polish manufacturer of plastic installations. The implementation was realized by a team [of Bonair employees] that was led by Mrs. Grazyna Kubiak.

Interview

> Reports on demand

You can monitor the up-to-date value and quantity sales data in particular sales channels, check the effectiveness of individual products, and the efficiency of particular sale representatives. ProClarity is a powerful but also very user-friendly analytical tool – thinks Dorota Frączak, the Controlling Director in Egmont Polska Sp. z o.o. media group. [page 8]



Sale

> **Microsoft CRM 50% cheaper**

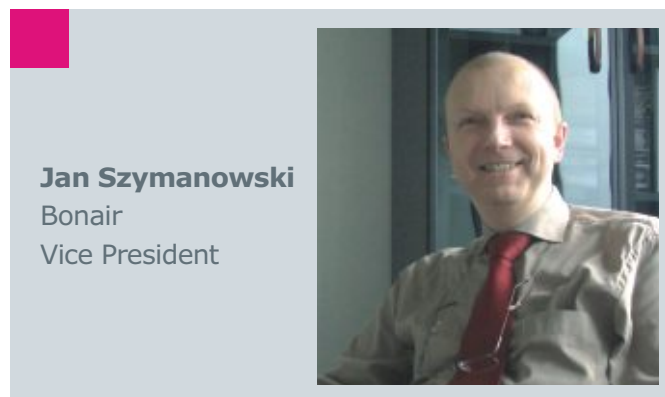
The offer is in effect till August 31, 2005. The discount applies to the standard and professional versions of the product for up to 15 MS Business Solutions CRM users. The sale offer is valid only if the system is installed on the Windows Small Business Server 2003 Premium. For more information visit www.bonair.com.pl

Ladies and Gentlemen

This time we decided to use the National Monitoring System for the Job Market (NMSJM) for the Ministry of Economic Affairs and Labor as an example of a project [that we have completed] for the central administration. The NMSJM utilizes the Business Intelligence (BI) solutions in a very interesting manner. In the system, the ProClarity, Microsoft Analysis Services and Reporting Services technologies were incorporated in order to support a variety of market place, job offer, and unemployment analysis processes.

Usually the main purpose of the BI systems is to supply the financial data that is necessary in the decision-making process. The BI systems enable the user to see the data contextually and they change the data into information. The information can be analyzed down to the smallest detail, which results in significant time savings and shortening of the decision-making process. Another advantage of the system is that it takes into consideration a large number of various factors that are crucial in the decision-making process. The system's ability to present and aggregate data in a variety of ways makes the BI technology desirable in a rapidly growing number of environments. The BI systems are no longer used only by financial experts and the company management. For example, the ProClarity tools are used to control the results of the U.S. Department of Agriculture sanitary inspections. During the Understanding 2005 conference in San Valley the participants could learn about using the ProClarity tools to monitor the HP call centers. It is easy to find similar examples. As a technological company, ProClarity has a visionary attitude towards the BI tools.

We became interested in the BI tools several years ago. We were trying to identify solutions that would satisfy our clients (LOT, Rolimpex, Mostostal Export, Ożarów Cement Plant, the Power Plant and others). We began with solutions created by ProClarity's competitors but despite having completed several pilot projects, we did not succeed commercially. The license and subscription prices turned out to be an obstacle that was impossible to overcome.



Jan Szymanowski
Bonair
Vice President

The ProClarity brand name now applies mostly to 2 product lines that are used for data analysis and visualization. The ProClarity Analytics Server enables a user to conduct multi-dimensional analyses via an Internet browser, while the Live Server integrates the on-line data and supplies multi-dimensional data base-generated data to the Excel spreadsheets. ProClarity now has several hundred partners around the world and the ProClarity products are integrated with the Microsoft environment and products.

In the next issue we will attempt to describe another implementation of the Microsoft Axapta management system and to tell you about one of our solutions for the banking sector. Because manufacturing software for the financial services sector is one of our core activities, we would like to present you the Subsidized Investment Credit Monitoring System that we have designed for the Agency of Agricultural Restructuring and Modernization. The system is one of the largest implementations in the overlapping areas of banking and administration. It is a multi-level, complex system that involves 2000 credit banks, 22 central banks, and the central level in the Agency. We hope you will enjoy learning more about this project.

Jan Szymanowski

Axapta/BizTalk Integration

The Bonair BizTalk Adapter for Axapta is a solution that integrates the Axapta and BizTalk Server 2004 systems. It enables data exchange with the Axapta system via BizTalk without a necessity to write the programming code in BizTalk. The adapter allows to send XML documents from BizTalk to Axapta and to process the XML data into the Axapta-formatted documents. Similarly, the Axapta-generated documents can be easily transferred to BizTalk. The adapter works with Axapta v. 3.0 and 2.5. We are presenting the practical application of the adapter in the article about an implementation in KGHM. [\[page 7\]](#)

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Functional Salaries

Salaries is an MS Axapta module. As its name indicates, the module is used to pay salaries and to manage the Human Resources of small and large companies. The module helps to register the HR data, working time, salaries, salary deductions and costs. The system covers all the HR and salary-related processes and takes all the current legal regulations into consideration. The advantage of the newest 3.3 version of the module is that it is easy and intuitive in use. The module is also very functional and user's menu is transparent due to the fact that the HR data is arranged thematically into following groups: the employee, work time recording, civil-legal agreements, payroll, liability accounts, HR and salary reports.

Furthermore the module generates salary lists and ZUS (Social Insurance Institution) declarations as well as balance sheets for NFZ (the National Health Fund). It also supports group order accounting and calculates vacation time for the employees. Thanks to its flexible structure and parameterization, the Salaries module can be easily incorporated into the company's organizational structure, as well as adjusted to its tax tables, payment components, and the vocabulary data. The parameterization also applies to cost and settlement.

A central data base and data warehouse for the MEAA

> Important tools for the job market

The data gathered by the Public Employment Services can make it easier for individuals to find a job and to plan one's professional career. The Ministry of Economic Affairs and Labor is implementing solutions that will help the unemployed.

In July 2004 Bonair, in the consortium with S&T Services Polska and RSI companies, entered the Ministry of Economic Affairs and Labor (MEAA) tender to create one part of Syriusz – a new IT system for the Public Employment Services (PES) whose purpose is to replace the old-fashioned technological solutions.

>> The 'cubic' system

The PULS system is still working in employment offices. Even though it is fulfilling its role, our expectations are much larger now than they were 10 years ago when the system was first defined – Zbigniew Olejniczak, the IT Director in MEAA says. We want to integrate our systems with the external systems, facilitate data access, provide services via the Internet, and be able to operate in various environments and with various types of equipment. This is why we need a new system.

When the preliminary assessment of the Syriusz system construction cost indicated that as much as PLN 160-180 million was needed, it became obvious that the budget could not afford such an expense and that new solutions would have to be identified. It was necessary to identify various sources of finan-

Project implementation facts

- > **What:** The Central Data Base of Job Offers and CVs of Persons Seeking Employment It uses advanced mechanisms of matching job offers with CVs and is based on the Oracle 9i data base; The National Monitoring System for the Job Market; A data warehouse that is based on the MS SQL Server 2000 and uses the OLAP (OnLine Analytical Processing) technology. It works with the ProClarity Analytics Server 6.0 analytical and reporting tool; The Data Exchange Subsystem An IBM WebSphere MQ v 5.3 – based solution that was provided by Bonair; The Portal for the Public Employment Services; A solution provided by RSI. Additionally used software: Visual Studio .Pro Net 2003.
- > **Where:** In the Ministry of Economic Affairs and Labor – the central data base and the data warehouse. The Data Exchange Subsystem was also installed in the 354 provincial and county employment offices.
- > **When:** July 2004: The Bonair, S&T Services Poland, and RSI consortium enters the tender; September 2004 – March 2005: Project implementation (analysis, design, programming, internal testing at Bonair in which the Ministry participated as well); April 2005: The pilot launching of the system at the Ministry and in selected employment offices (the real data is used.)



cing the project as well as to extend the time of the construction process. Thus an idea was born that a module-based system should be constructed gradually, and its individual modules (such as applications and components that serve particular functions) should start to work independently as soon as they are launched. They should also be able to co-operate with other modules that are subsequently incorporated into the system. *Such a solution significantly reduces the risk of failure. It is much easier to evaluate the quality of a particular component and the effectiveness of its implementation, and to replace one application if necessary than to evaluate a whole, complete system that took years to create. Furthermore, replacing one element does not destabilize the entire system – Zbigniew Olejniczak explains.*

Bonair, S&T Services Poland, and RSI decided to apply for a PHARE fund-sponsored project to create the National Monitoring System for the Job Market data warehouse. The project also involved the creation of the Central Data Base of Job Offers and CVs of Persons Seeking Employment, as well as designing the Data Exchange Subsystem. Another goal was to create the Portal for the Public Employment Services. Even though Bonair, S&T Services Poland, and RSI competed against 18 other companies, they managed to win the tender. In September 2004 the 3 companies started to work on the project. While Bonair takes credit for the first three solutions that are the IT core of the project, it was RSI that created the portal. S&T Services Poland conducted analyses of the currently used Internet connections in employment offices and monitored the work progress. The Ministry also delegated its several employees to participate in the project. Among the Ministry's employees were the project director and the vice director, 2 analysts, 8 testers, and, when it was necessary to ask for their advice, the job market specialists and economic analysts.

>> Why does the unemployment rate in the Piski county go up?

An ability to answer questions like the one above fast is a major task of the Bonair-designed data warehouse. The 16 provincial and 338 county employment offices will supply their data to the data warehouse and the system will be consistently

updated once a month. Thanks to the usage of the OLAP (OnLine Analytical Processing) analytical technology, the users will have an easy access to the up-to-date information regarding the job market. They will also be able to view the data from different angles. The data warehouse contains the OLAP cubes whose pre-defined measurements (or parameters) characterize certain aspects (objects, factors, and phenomena) of the job market. For example, with just one click a user will be able to identify the number of unemployed workers in a given area or to see if training provided for the unemployed in the recent couple of years decreased the unemployment rate in a certain age group.

Such information will be accessible when a correct enquiry is formed. The ProClarity Analytics Server was used to ensure that the analysis results should be presented clearly. In the past, the Ministry did not possess a data warehouse. Each month county employment offices used to fill out the aggregated data forms (recently they do it digitally) and send them to the provincial employment offices. Next, the forms would go to provincial statistical offices and to ZETO Radom. From Radom the data is sent to the GUS (the Main Statistical Office). Only after all the data is compiled at the GUS, it is sent to the Ministry. *The procedure is still extremely long and costly. The aggregated data enables us to monitor certain phenomena but it is impossible to analyze them in depth. All we can do is perform simple arithmetical operations in individual groups of data. We have the statistical data regarding the number of unemployed workers but we do not know, for example, what is the co-relation of education and unemployment* – says Zbigniew Olejniczak.

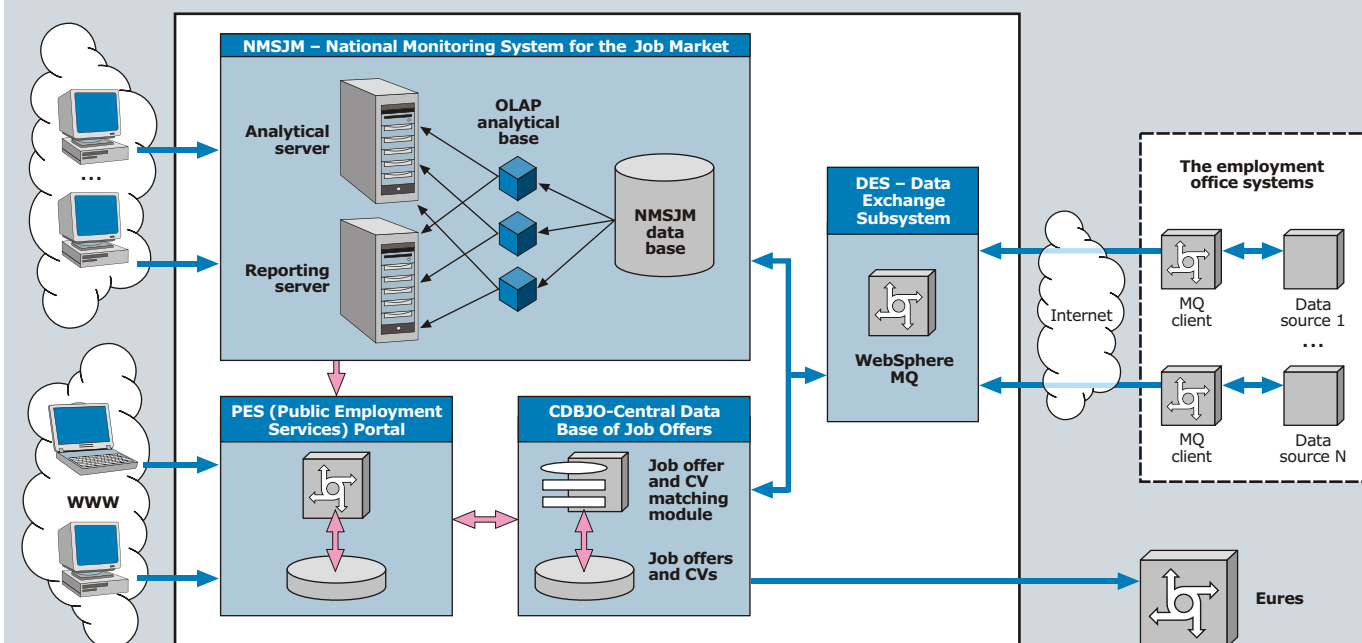
In such a situation, it is difficult to formulate policies regarding the job market and to make effective decisions regarding financial means and operational instruments. Thanks to the data warehouse, the tasks of the Labor Minister and the employment offices directors will be much simpler. *If we know for sure that in the Ostroleka, Ciechanow and Lomza counties the unemployment rate is high for a certain group of workers, we can choose a suitable tool to improve the situation in this particular area* – Zbigniew Olejniczak explains.

Another task of the data warehouse is to enable the analysis of various parameters (e.g., the number of workers, the proportion of unemployed workers to the employed ones, training expenses, IT activities expenses, salaries) that characterize the activities of an employment office. The data warehouse can also generate less advanced but useful reports that show, for example, in which profession one is most likely to find a job. It is needless to say that this opens a variety of possibilities for scientists. *Once you master the research methodology that enables the analysis of various phenomena and you become well acquainted with the tools that affect them, you can really take advantage of the power of the data warehouse and to formulate various 'what if' hypotheses* – claims Zbigniew Olejniczak.

>> Seeking a job... Hiring...

The purpose of the data warehouse is to fight unemployment. The Central Data Base of Job Offers and CVs of Persons Seeking Employment on the other hand gives the unemployed

The Syriusz date warehouse and Internet portal – relations and users



The data that has been gathered by the 354 county and provincial employment offices is sent via the 2 Mb/s Internet connection (some employment offices still use the slow SDI connection but it will be replaced in the near future) to the NMSJM data warehouse once a month and to the CDBJO – every hour. The DES, whose main node is located at the Ministry of Economic Affairs and Labor, transports the messages. The local nodes are located in the employment offices. Each of the NMSJM, CDBJO and the central DES nodes is based on a 2-processor-server (2GB RAM). The job offer data base is

accessible through the PES Portal. Through the portal one will be able to browse through the job offer data base in Poland and in other countries because CDBJO will be linked to EURES (European Employment Services – a system of professional employment counseling and an employment agency). In the portal individual employers or unemployed workers will also be able to place their offers or CVs directly (CDBJO will be automatically updated). The designated ministry workers will be granted a direct access to the data warehouse. Some of the data will also be accessible via the PES portal.

> Important tools for the job market

(but others as well) a chance to help themselves. The CVs of the unemployed and the job offers that are registered in the 354 employment offices and transferred to the CDBJO every hour will be the main data source of the data base. The CDBJO will transform its e_PULS tool into an effective business instrument. It is worth mentioning that until now the locally-gathered employment data was available only locally, so in consequence an unemployed person in Krakow did not realize, for example, that in Poznan he/she would have several job offers to consider.

The descriptions of job offers and CVs of persons seeking employment that are used in the system are in agreement with the international HR-XML (Human Resources XML) standard that is universally used to model the HR management data. Bonair has expanded the HR-XML standard by adding certain attributes and characteristics that are specific to the Polish job market. The most significant advantage of the central data base is its advanced algorithm that matches job offers with CVs by using semantic methods for text comparison. The algorithm decides which job offers and CVs are alike and finds the most alike "pairs." The alikeness measurement is defined by various factors, such as: profession, education, educational level, additional skills, and geographic location.

The second goal of the CBJO is to comply with the EU requirements regarding the necessity to provide the EURES (European Employment Services) users with information about available work in Poland. The data bases that are integrated with EURES are usually available in a national language of a given country and they make it easier to find employment abroad.

>> A necessary subsystem

It is assumed that the local employment offices will continuously supply their data to the data warehouse and to the central data base. Such a data transfer is possible thanks to the subsystem that has been designed by Bonair. The main communication channel leads from the employment offices to the Ministry. The messages that are sent in the opposite direction either confirm that that data has been received or inform the sender that an error occurred. The subsystem manages the communication process. Installed at the employment offices, the subsystem

The project implementation benefits

The National Monitoring System for the Job Market

- > access to the job market source data;
- > possibility to design social policies that are dependent on the job market specifics (phenomena and conditions);
- > possibility to diagnose the reasons of [certain] situations and undesirable phenomena that occur at the job market.

The Central Data Base of Job Offers and CVs of Persons Seeking Employment

- > placing job offers from all the employment offices and public units in one location;
- > ensuring equal employment information access to all the interested, regardless of where they live;
- > integration with EURES (the European Employment Services);
- > supporting activities that fight unemployment and help individuals plan their professional careers.



Zbigniew Olejniczak
IT Department
Director
at the Ministry
of Economic Affairs
and Labor



“ The Bonair-designed solutions will change the way the public employment services operate. With the right tools in hand, from now on the public employment services will be able to take a full advantage of the data they possess and use it to improve the situation on the local job markets. ”

tem must "know" how to get the data and where to send it. In the central data base the subsystem has to receive an incoming piece of mail, confirm its reception, transfer the data to the data base, and inform the sender that everything is in the right order. The data exchange subsystem is to serve as an exchange data medium not only in this project, but also in the future ones.

>> The portal for the clients

The Public Employment Services portal, designed and created by RSI, is a visible effect of creating the central data base of job offers and CVs. Thanks to the portal, the data base will also expand with the offers and CVs that are input directly (without the assistance of employment offices) by employers and the unemployed. Even though, according to the law, the employer is obliged to inform the local employment office about any vacancies in his/her company, in fact the employment offices list only 30% of all the job offers. *Thanks to the portal, we will be able to gather next 20-30% offers* - Zbigniew Olejniczak predicts. *They will be marked as the ones that were placed directly by employers.*

The portal will be widely accessible although permission levels will vary. Everybody will be able to log in and browse through job offers. Every unemployed person that registers at an employment office will receive a login to enter the portal and will be able to take advantage of the portal's rich functionality. For example, one will be automatically notified if a new potentially interesting job offer is placed. The workers of the employment offices will have the most permission rights.

While working on this portal, we were "spying" on various other portals in Europe and around the globe. We wanted to include in it the best elements of the European portals and everything that we planned ourselves. Our imagination was the only limit – Zbigniew Olejniczak emphasizes.

>> We checked it out – the system works

All the described elements were tested and their pilot versions were launched in the real conditions. First, test scenarios were designed, then several employment offices were selected to communicate with the data warehouse and the central data base.

Next the software was installed in the central part of the system and at the employment offices. Finally the system was launched. Even the historic data (dating back to 1999) was supplied to the central data base and to the data warehouse. The messages were sent in both directions successfully, in other words, everything clicked. *Only small problems occurred. For example, we sent a message when the central node administrator was still putting the final touch on the system and the message kept 'bouncing back.'* Thanks to small errors in the pilot launch phase, we did much better when the system was launched for real. If once we fill the system up with all the data, including the historic data, we do as well as we did in the pilot system launch, we may say that we have a flexible, modern system that is the state of the art IT solution – Zbigniew Olejniczak explains with pride.

There is nothing surprising in the fact that in the pilot launch there were no errors. *The company will not release the software that has not been tested* – Zbigniew Olejniczak explains. Before the system was launched, internal tests were conducted at Bonair and several Ministry employees participated in them. All the individual functions were tested one by one, according to the pre-defined scenarios. *While working on the test scenarios, we make our minds up regarding the effect of the scenario-planned activities. Then we do the tests and if errors occur, we give up certain solutions or accept them conditionally. We report errors and improve the system, and then we repeat the test and correction cycle until everything is working well* – Zbigniew Olejniczak describes.

>> A ball in the Ministry's field

In order to be able to transfer their data to the system, the county and provincial employment offices have to prepare them-

Syriusz – a 'cubic' system

Syriusz is a system designed for the sector of social services, employment services and social security. The system is to support:

- > business activities of employment offices
- > monitoring of financial expenses in the public employment offices and social security institutions;
- > e-learning - educating managers (e.g. entrepreneurship courses), employment office employees (e.g. foreign language classes), and clients (e.g. self-presentation and entrepreneurship courses);
- > e-government – doing official 'paper work' (such as registration, sending information regarding job offers) on-line.

The system implementation has been planned for the years of 2002-2007. The project was divided into several subprojects that were implemented by separate companies. In the various phases of the project, completely functional applications and components are created for clearly defined tasks. They integrate with the solutions that have already been implemented.

Syriusz's characteristics

Syriusz is open, platform and equipment independent, distributor and technology independent, accessible from all locations (e.g. via every type of browser), standard-based, using the SQL data bases and the XML communication.

Up to this moment, the following 7 Syriusz applications have been created: controlling of employment legality, employment of foreigners in Poland and of Poles abroad, monitoring of surplus and deficit professions, and the employment services agency. The newest application is the national monitoring system for the job market and the portal of the Public Employment Services.

	Wyższe	Srednie	Srednie >	Suma częściowa
brak	2 011 (7,7%)	8 645 (33,0%)	14 712 (56,1%)	25 368 (96,7%)
angielski	196 (0,7%)	221 (0,8%)	39 (0,1%)	446 (1,7%)
francuski	20 (0,1%)	11 (0,0%)	2 (0,0%)	33 (0,1%)
niemiecki	34 (0,1%)	50 (0,2%)	8 (0,0%)	92 (0,4%)
rosyjski	72 (0,3%)	131 (0,5%)	37 (0,1%)	240 (0,9%)
Pozostałe języki	32 (0,1%)	20 (0,1%)	3 (0,0%)	55 (0,2%)
Suma częściowa	2 355 (9,0%)	9 078 (34,6%)	14 801 (56,4%)	26 234 (100,0%)

Exemplary ProClarity data analysis from the NMSJM.

Unemployment structure according to education and foreign language skills in one of the employment offices. 56% of the unemployed have not even graduated from a high school and do not know any languages. Regardless of their education, 97% of the unemployed do not know any foreign languages.

selves for this task. First of all, they have to prepare the data for the central data base and for the data warehouse. This means that the companies that supply the IT systems that are used at the employment offices have to enable the local nodes to supply the data to the central node. Before it is sent to the central data base or the data warehouse, the data that is gathered at the employment offices has to be processed, XML-formatted, and locally verified.

First we established that Syriusz needed to be constructed based on certain standards and with the usage of the homological technology. The employment offices are allowed to purchase any type of equipment that has been homologized by the MEAAI what guarantees that it is in accordance with the legal regulations and that particular functions are implemented properly. *What happens deeper in the system is neither limited nor defined by the homological description. It all depends on the available technology and on supplier's skills* – director Olejniczak explains. The data coming from the county and provincial employment offices has to be verified at the central level, before it is supplied to the data base and the data warehouse. Only then it will be possible to use it.

The next task is to train IT specialists from all the 354 units. It is necessary to explain to them the idea of the data warehouse, to present its architecture, and to place their system in this structure. It is necessary to teach them both the standard and emergency procedures, to explain what needs to be done when the system refuses to send a message or error report. The training will take place in June and July 2005. *The production will be launched sequentially because we want every administrator to prove his/her skills. We also want to see immediately if there are any problems with the system management, the Internet connections and their stability, or with the size of generated files* – Zbigniew Olejniczak plans.

It is also necessary to define certain details and configurations for the portal. Furthermore, all the data gathered on the present web site has to be transferred to the new portal.

It is the second year in a row that the Ministry has invested in the infrastructure that will be used by the data warehouse and the central data base. Each employment office has an Internet connection, whose bandwidth often is 2 Mb/s, but in some cases, it is an SDI connection. On the list of priorities for this year, providing all the employment offices with a fast Internet connection takes one of the top positions, together with activities that will ensure system security and data protection. *As you see on the list of our priorities, the first positions are not reserved for new PCs, laptops, IT gadgets. We have chosen a very different investment line – we are opening a window to the world* – states Zbigniew Olejniczak with satisfaction.

System implementation in KGHM S.A.

> Instead of tones of paper

We talk to Piotr Chabior about an electronic document exchange system.

Bonair Review: What is the purpose of the BizTalk system that was recently implemented in your company?

Piotr Chabior: We use this electronic document exchange system to send purchase documents from KGHM to PHP Mercus (our supplier) and vice versa. Thanks to the system we integrated 2 ERP class systems (SAP R/3 and Axapta) and now we are able to send e-documents in real time. To do this, we also use iDOC and XML technologies.

BR: What was the reason to implement the system in KGHM?

PCh: First of all, we wanted to facilitate the management of material purchasing from our main supplier, the Mercus company. The acquisition process involves millions of logistic and accounting documents annually. You can imagine how time-consuming it was to deal with all these documents manually, so we decided to introduce electronic documents. Not only does the system facilitate the registration process in the SAP R/3 system, but also performs on-line operations.

BR: Why did you choose the BizTalk technology?

PCh: Mainly because of its reasonable price and good functionality. We also took other factors into consideration, such as an easy installation and the system's ability to integrate with other systems, because the implementation was to last 3 months.

BR: What was the situation like just before the system was implemented?

PCh: The documents were distributed in the traditional paper form. Various orders, confirmations, changes to the order conditions or invoices were printed, signed, and sent via the internal post office. In order to register the material turnover and to allocate costs appropriately, we had to enter the documents in the system manually, and then print and sign them.

BR: What changed after the system was implemented?

PCh: Nowadays documents are sent electronically. All of them contain the so-called references. In other words, each next document is linked to the preceding document and that document's data is taken from earlier documents. We also stopped printing orders, confirmations, and papers documenting changes

The implementation facts

In March 2005 an electronic document exchange system was implemented to facilitate communication between KGHM Polish Copper S.A. (the SAP system) and PHP Mercus (the Axapta system).

To enable the exchange of XML-formatted documents between the 2 systems, the BizTalk Server 2004 system was used. Additionally, the SAP Adapter for BizTalk and the Axapta Adapter for BizTalk components were utilized. XML-formatted documents are exchanged between the 2 companies with the help of the HTTP protocol. The designed architecture enables the exchange of documents in such a way that the network overload is avoided. The interface can also be easily expanded (e.g. to enable the data exchange between KGHM and other suppliers.)



Piotr Chabior
the Functional
Management
Director
at KGHM S.A.



” Nowadays documents are sent electronically. We also stopped printing orders, confirmations, and papers documenting changes of orders. ”

of orders. An invoice is a final document in the process and the system automatically assigns it to the proper order and then balances it. At this point we still print the invoices – because of the formal reasons – but as soon as we are allowed to do this, we will issue and send our invoices electronically.

BR: What was the most difficult aspect of the implementation?

PCh: Figuring out the whole process and incorporating it into the system to ensure that goals will be achieved. Our problem was also that during the process of designing the prototype 'our appetite grew in the process of eating' [a Polish proverb] and various processes were expanded by additional functions. In the end we stopped generating new ideas and "froze" the project. Then we conducted functionality and integrating tests, and launched the system.

BR: How did people react to the new reality?

PCh: Very well because the users had already had the chance to use some of the functional elements of the system and they had enough time to get used to the new interface. We worked on improving the acquisition operations since March 2004 and as a result we created many partial products in the SAP system, which were consequently used in the e-document exchange system. Before the system was launched, we also trained ca. 800 employees that were involved in the acquisition process, starting with the persons that expressed their wish to purchase a product and ending with the employees that account for money spent in the SAP system. There were also numerous system changes that were invisible to the end user. To implement this project we used various technologies, such as iDoc, XML, WorkFlow, and RFC.

BR: Are you satisfied with the system?

PCh: Definitely so. Thanks to the new system we take much less time to enter our documents in the SAP R/3 system. Since we stopped printing most documents, we also manage to save a lot.

BR: How do you evaluate your collaboration with Bonair?

PCh: Very positively. The project was completed successfully thanks to a great team that worked well together and that put a lot of heart in the conceptual and implementation process. Together with the implementation crew we are really pleased with the system activity. Moreover, the first months of daily experience allow to note that we achieved our goals.

BR: Thank you for the interview.

> Reports on demand

We are talking to Dorota Frączak about modern reporting systems.

Bonair Review: You have decided to implement an innovative Business Intelligence solution for data analysis and report-writing in your company. Why?

Dorota Frączak: Mostly because we use all sorts of reports at work. We use financial-accounting reports, management and sales reports. Standard reports that are provided by our financial-accounting XAL Concorde software have stopped being sufficient a long time ago. We had to work closely with our IT specialists who created individual reports for us. This was not, however, a convenient solution. Besides, these reports that were made on demand had to be additionally processed and joined, and the data had to be transferred to Excel. Then we had to compare the reports with the budget and balance them by ourselves.

BR: It sounds like a tedious and time-consuming task.

DF: Yes, it was, especially since sometimes we had to wait for the results for a long time. With more complicated reports, the data processing lasted from several hours to 2-3 days. Often we gave up making this additional reports.

BR: What kind of reports do you need?

DF: First of all, we need reports that support the company management, then sales and product profitability reports. We also generate reports for our headquarters and for these who grant our licenses. If the reports are standard, everything is ok and we can generate them quickly from the financial-accounting system. However, increasingly we have to come up with non-standard individual reports that are extremely time-consuming if one is not using expert tools to create them.

BR: We understand that you already have such tools available at work. Who uses them in your company?

DF: The general director, the medium and higher-level management, the controlling unit the total of perhaps 15 people. Also the publishing directors who are responsible for individual groups of products use the system extensively. These are the people who do not use financial systems on a daily basis and therefore the complexity of such systems has always been a major obstacle for them. Now they find it much easier to

Analysis and Report System for Egmont

The system enables conducting easy analysis with the desired detail level that is based on complete and verified data from the sales and financial sector. The data is accessible in real time. What is important: a rapid data access, a possibility to "cross-section" aggregated data on various levels, ability to view and analyze data from many different angles. The system is implemented for 15 users. The system includes:

- > a thematic data warehouse that is made up by a relational data base and an analytical data base. It is based on the MS SQL Server 2000 Enterprise Edition platform with the help of the relational data base engine, MS Analysis Services (to design and manage the analytical data base) and the DTS software used to supply data to a data warehouse;
- > the ProClarity Analytics Server v. 5.3 that enables data analysis and reporting of the data that is gathered by the analytical data base of the data warehouse.



Dorota Frączak
Director
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media group

” Standard reports that were provided by our financial-accounting software, stopped being sufficient a long time ago. ”

analyze their business field because ProClarity is not only very intuitive and simple in use, but its visualization is very effective as well. The cross-sectional data can be arranged in various ways, which makes it easy to view the effectiveness of a given product from any desired angle and to analyze everything down to the smallest detail. For example, a decomposition tree is an excellent tool that clearly shows what impacts a given group of products and that makes it easy to access the key data fast.

BR: ProClarity is a wonderful tool for sales representatives.

DF: Exactly. The sales department uses the system extensively because all the sales data is presented in a user-friendly manner. At the moment, we have ca. 2 thousand contracting parties and about 1,000 products available for sale. The sales specialists can view the up-to-date information about the effectiveness of particular products and sales representatives. They can also control the value and quantity sales in various sales channels (such as networks of stores, bookstores, whole-sale units, EMPIKs, etc.). Soon we will begin to utilize ProClarity fully also in our finances, and later on, when we finish to work with the Excel spreadsheets in which we register the budget data, we will use it also in the controlling department.

BR: What was the most difficult part of the implementation?

DF: Testing and analyzing every detail of the solution prototype was a arduous and time-consuming phase. The testing phase usually uncovers some minor problems that were either hard to predict [in the designing process] or that were caused by misunderstanding. It took us a long time to come to the point when all the data was available just the way we wanted it. Eventually, the prototype worked accordingly to our expectations and we were able to start the implementation process. We also spent a long time trying to modify the Excel budget spreadsheets and to prepare the budget data in such a way that it would be easy to take it to a whole-sale unit. The data has to be then presented with the ProClarity tools in such a way that it would be possible to compare it with the results.

BR: Are you satisfied with the system? Does it make your jobs easier?

DF: I like the system very much and I see its huge potential. At the moment, the ProClarity reports and analyses are fully utilized by managers and sales specialists. In the financial department we are still working on using the system for a proper budget data transfer but even in this area the system is already solving some of our problems.

BR: Thank you for the interview.