

# TERADATA ANALYTICS FOR SAP®

## NEDTRAIN CASE STUDY



## CUSTOMER STORY

NedTrain turns to Teradata Analytics for SAP® to unlock the valuable insight hidden in their newly implemented SAP R/3 system.

## NEDTRAIN OVERVIEW

NedTrain, a wholly-owned subsidiary of the Dutch Railways, ensures that 1.2 million passengers travel in clean and safe trains that arrive on time. With a track record of more than 165 years in the industry, NedTrain is an expert in train maintenance. Train service providers, such as Arriva, Syntus and Veolia, entrust NedTrain with the maintenance, service, and cleaning of their trains. In total, NedTrain has more than 3,000 staff and 36 strategic locations on the railway network.

## ROAD TOWARDS EFFICIENCY AND MAINTAINABILITY

In 2009, NedTrain implemented both SAP® Financial Accounting (FI) and Controlling (CO) modules to help make the organization more efficient and improve processes. This was a great step towards success for the company, and generated useful data for analysis. The next hurdle they had to overcome was finding a way to analyze the large amounts of siloed data they were capturing. Otherwise, it would be very difficult to get an accurate impression of the finances. So in response, they consulted their SAP® implementation partners who recommended SAP® BW. Unfortunately, this was not a viable option for NedTrain as the implementation and maintenance of the solution would have been too costly. Therefore they required a cost-effective solution that could integrate their silos of data for BI analysis.

“The major advantages are the quality of reporting, time savings, and having all the information we need in the same place.”

Peter Kerkstra, Business Intelligence Manager, NedTrain

## OBSTACLES ENCOUNTERED

As a temporary solution, SAP® users at NedTrain exported data manually into Microsoft® Excel. However, this process impacted the timeliness and accuracy of reports, where individual reports were taking up to two days to complete. This led to an increase in the cost of reports, and more importantly, latency in business decisions. The numerous reports were maintained by various individuals and departments, but there was no single version of the truth or way to ensure the data was accurate. As a result, all the time invested on reports was at risk of ending up as sunk costs.

## THE TERADATA ANSWER

NedTrain searched for a solution that would provide them access to the business intelligence locked in their SAP® system. They looked for a flexible solution which could connect to SAP® and their data warehouse, to save them time and provide a single version of the truth. With the future in mind, they were also looking for a scalable system that could integrate other ERP systems as necessary. And of course the biggest factor was cost. They needed to ensure implementation and on-going maintenance was affordable.

In 2010, NedTrain found what they were looking for in Teradata Analytics for SAP® and decided to undertake a proof of concept (POC). “We really were surprised how quickly Teradata was able to load the pre-built cubes and deliver the reports we needed,” said Peter Kerkstra. NedTrain was able to leverage “out-of-the-box” reports and dashboards, allowing more time for the business to make decisions rather than gathering and interpreting data and creating the visualization.

## IMPACT AND POSITIVE END RESULTS

When Teradata Analytics for SAP® was implemented, Teradata was able to customize the reports and deliver precisely what the individual departments wanted. “Teradata has skilled consultants with lots of knowledge of SAP® who provided everything we needed,” remembers Kerkstra.

“The biggest challenge was not the technical side, as Teradata Analytics for SAP® is a fantastic tool; it was the organization accepting that it had to be used going

forward,” confirms Kerkstra. “Now our Managing and Finance Directors will only accept reports produced via Teradata Analytics for SAP®, which has been a major step in ensuring everyone is onboard and using the software,” adds Kerkstra.

Two hundred fifty staff within NedTrain use Teradata Analytics for SAP®. Now we have one version of the truth, which helps us make business decisions we can be sure of,” says Kerkstra. This solution empowers the business users to own their solution without relying on IT support or structures. NedTrain was able to develop best practices by establishing a single source of trusted data and creating super users who are able to create new reports facilitating self-service BI.

As the solution is expanded, departments will follow the best practices already established by the Finance department. Recently, NedTrain implemented SAP® for their supply chain processes and of course, leveraged pre-built Teradata Analytics for SAP® cube so data can now be added to their business intelligence system.

## BENEFITING FROM INTEGRATED DATA

Following the success of the initial SAP® project NedTrain wanted to benefit further from integrating data from their maintenance software, Maximo. Integrating SAP® and a non-SAP system has given NedTrain access to an integrated and common view of NedTrain’s business, improved the quality of decision making and action planning across the departments.

It has been a lot of work introducing SAP® and a new business intelligence system, but Peter Kerkstra is very pleased with the decision to implement Teradata Analytics for SAP®. “It is faster and cheaper than other business intelligence products, and it’s just the beginning; the advantages continue to increase.”

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## ABOUT TERADATA ANALYTICS FOR SAP®

Teradata Analytics for SAP® is a platform specifically designed for analyzing your SAP® ECC data and takes into account SAP’s® own business models and processes. It has the flexibility to present data from multiple SAP® systems and other ERP systems.

Teradata Analytics for SAP® is an out-of-the-box solution that includes pre-built extract, transform and load (ETL) processes, data models, and architecture. The platform uses an ETL tool to read data from one or more data sources, alter the data to the correct format, and write it into a database. The data is divided by subject area into separate logical data models to facilitate analysis and reporting in your chosen BI tool.

## FIND OUT MORE

To learn more about Teradata Analytics for SAP® and how you can access the valuable business information on your SAP® ECC systems, contact your local Teradata representative, or visit [Teradata.com](http://Teradata.com).

## WHY TERADATA

Teradata Corporation is the world’s leading analytic data solutions company focused on integrated data warehousing, big data analytics, and business applications. Teradata’s innovative products and services empower organizations to integrate, analyze, and profit from data for competitive advantage.



10000 Innovation Drive Dayton, OH 45342

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