

CASE STUDY

GSTEP improves business processes at Lusitania Seguros

In order to meet the increasingly demanding business challenges faced by Lusitania, including the need for real-time responses, GSTEP has implemented Oracle Exalytics, the first in-memory BI (Business Intelligence) machine in the sector. Including Hardware and Software components, Oracle Exalytics allows for a high response capability, cost reductions, a less complex IT infrastructure, increased productivity and improved performance. Implementation of this project also led to increases in the speed and usability of Lusitania's decision support tool.

“ In addition to recognising its undisputable technical skills, we perceive GSTEP as a reliable company. We have full confidence in the team's suggestions and in the activities developed in partnership with our company. I would say that trust is the key to the success of our partnership. Additionally, GSTEP is a Gold Partner of Oracle, holds several certifications and possesses extensive experience in the new areas of Business Intelligence (BI), which evidences its competence to develop this project. ”



Alexandre Ramos
CIO
Lusitania Seguros



The Challenge

As one of the largest Insurance Companies in Portugal, Lusitania felt the need to increase its response speed, in order to meet business requirements.

As it was using technologies soon to be discontinued, the Insurance Company decided to go ahead with the implementation of a proof of concept, in order to select the most suitable technologies and a reliable business partner, for the ultimate purpose of meeting current and future business needs, namely by improving the performance and usability of its decision support tool.

The Solution

In order to meet Lusitania's needs, GSTEP implemented Oracle Exalytics, the first in-memory BI machine in the sector. This was deemed the best solution for increasing the speed of Business Intelligence and planning applications. This solution makes the most of Hardware and Software components, allowing for a high response capability, cost reductions, a less complex IT infrastructure, increased productivity and improved performance.

Specifically designed for the purpose of providing organisations with data that will give them a competitive advantage, Oracle Exalytics allows companies to meet increasingly demanding business challenges, including the need for real-time responses.

With about 100 users, this solution is available in several formats, in order to allow access through a wide range of devices and user interfaces, namely the Internet, Mobile Devices, Desktop Computers and MS Office.

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The project was implemented in only 2 months by a team comprising 2 GSTEP Consultants and 4 Lusitania Consultants (2 BI Analysts and 2 DBAs). The main objective of this project was to ensure the correct migration of the entire Business Intelligence system to the new solution.

GSTEP was responsible for providing support to Lusitania concerning the design of the new architecture and the definition of good implementation and use practices.

Results

The implementation of this project resulted in the following advantages:

- Reduced overnight execution time for all BI solutions
- Improved performance and usability of the support decision tool
- Increased externalisation to Key Users of the ad hoc informational data exploration system
- Elimination of the need for casuistic exploration via MS Access
- Elimination of the development problems associated with the previous BI tool

The new solution was well received by users, with more than 1000 daily accesses being recorded, on average, which corresponds to a 45% increase. Mean response times were reduced to 3 seconds (70% improvement). A significant improvement was also observed in overnight processing, with execution time increasing by +50%.

GSTEP currently provides solution support and evolution services to the Lusitania BI team and to some users.

GSTEP works in partnership with Lusitania within the scope of the Integration, DW and BI areas. In the future, GSTEP will provide support, monitoring and consulting services in the Data Exploration, Business Intelligence and other areas.

Key-numbers do projeto

- About 100 users
- Solution implemented in 2 months
- +1000 daily accesses, on average (45% increase)
- Mean overall response time of 3 seconds (70% improvement)
- +50% increase in execution time in overnight processing

About Lusitania

Part of the Montepio Group and entirely owned by Portuguese shareholders, Lusitania is one of the largest Insurance Companies in Portugal. With more than 25 years of experience, Lusitania is a future-oriented company and a trustworthy business partner whose goals are to generate economic and social value and to make a decisive contribution to the progress and wellbeing of the community.
www.lusitania.pt

About GSTEP

GSTEP specialises in Business Intelligence (BI), Enterprise Performance Management (EPM) and Business Analytics (BA), boasting in-depth knowledge and extensive experience in a wide range of technologies. Employing a highly qualified senior team comprising dozens of certified technicians in a vast variety of BI and EPM technologies, GSTEP is a leading company in Portugal, Europe, African and Middle Eastern markets.
www.gstep.pt



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