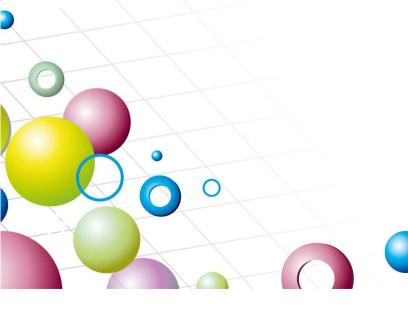


Managing the explosion of data

Helping suppliers meet our customers' needs







Ellena Thompson &

Dale Roberts

Unlock the True Value of Your Information



GTA Distribution Model







The Inbound Team

 Contracting team are responsible for sourcing and negotiating the right products from our travel suppliers.

This team need access to the right information to give them a

clear picture of the demand.

 Our travel suppliers often don't have access to data

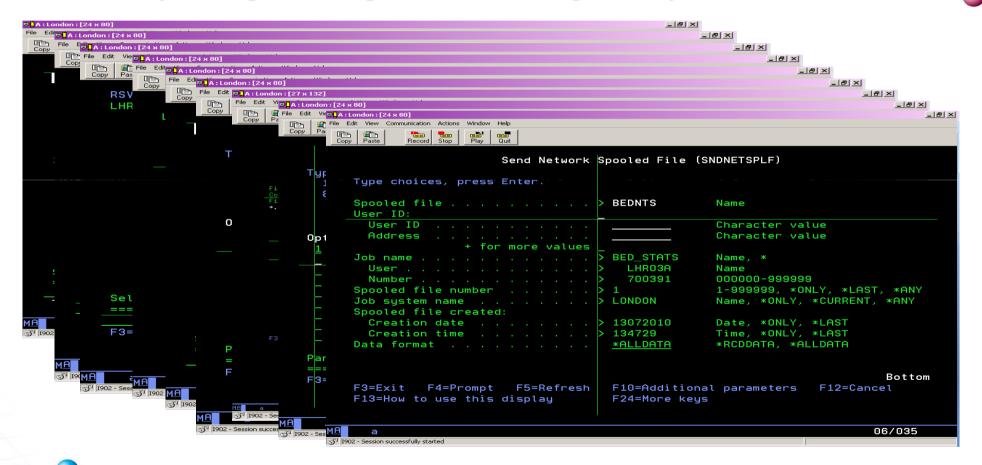
 This is how our contractors used to get data...







The old way of getting a Bookings report





The old way of getting an Bookings report

LINE Form Form LINE Form LINE Form LINE Form Form LINE	Tour No	City	Hot1	Property Dept type date	Arrival date	Client	Nat	BKG STS	NTS	вм твхс	DBXC	SB		Allot Used	Ad-hoc Used
LLNF17012 PRG VERI H 6/09/10 6/09/10 AREA SF 8 3 1 A LLNF256910 PRG VERI H 7/09/10 7/09/10 ESKPOL PL 8 8 1 1 A LLNF256910 PRG VERI H 7/09/10 7/09/10 ESKPOL PL 8 8 1 1 A LLNF269101 PRG VERI H 7/09/10 7/09/10 FRESHT D 8 8 3 1 A LLNF261791 PRG VERI H 8/09/10 8/09/10 AREA SF 8 4 1 A LLNF261791 PRG VERI H 18/08/10 9/09/10 AREA SF 8 4 1 A LLNF2661791 PRG VERI H 18/08/10 9/09/10 AREA SF 8 4 1 A LLNF2661791 PRG VERI H 9/09/10 9/09/10 AREA SF 8 4 1 A LLNF2661791 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A LLNF266500 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A LLNF266500 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A LLNF26670 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A LLNF26670 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A A LLNF26670 PRG VERI H 9/09/10 9/09/10 AREA SF 8 3 1 A A LLNF266704 PRG VERI H 9/09/10 9/09/10 TRAREP GB 8 4 1 A ARKKF432044 PRG VERI H 9/09/10 9/09/10 RBSSYO AR 8 3 1 A ARKKF43312 PRG VERI H 12/09/10 11/09/10 SPECT IN 8 3 A LLAF060774 PRG VERI H 11/08/10 11/09/10 SPECT IN 8 3 A LLAF0667634 PRG VERI H 11/08/10 11/09/10 INFM02 AR 8 2 1 A EESF038685 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A EESF038685 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 13/09/10 11/09/10 AREA SF 8 4 1 A LLNF654634 PRG VERI H 11/09/10 11/09/10 AREA SF 8 4 1 A LLNF654696 PRG VERI H 11/09/10 11/09/10 AREA SF 8 4 1 A LLNF654696 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654696 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654696 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654696 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654699 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654699 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654699 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF654699 PRG VERI H 11/09/10 11/09/10 AREA SF 8 3 1 A A LLNF6569080 PRG VERI H 1						UTSMOW	RU		7				1	V	
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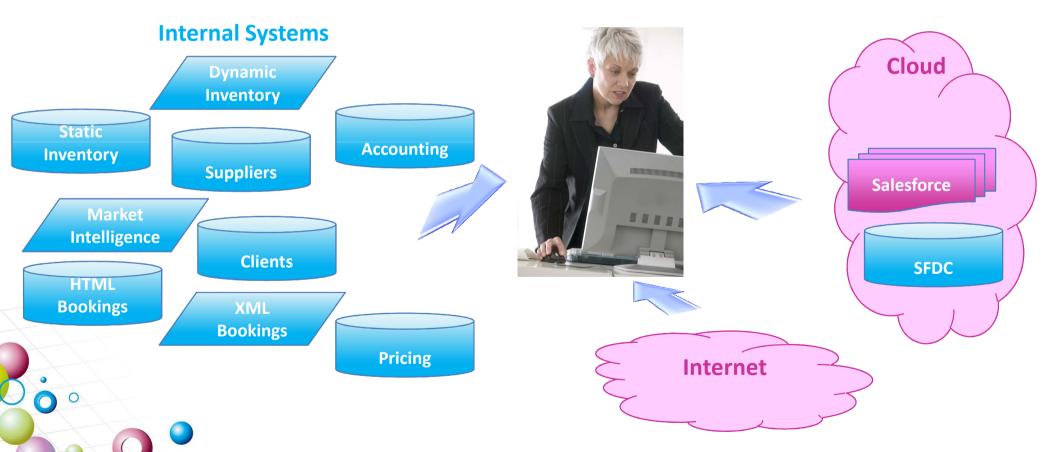
The user challenge

- UI not user friendly
- Long process
- Slow to run
- Many actions
- Output still not clear





The disparate data challenge







And we're not alone!

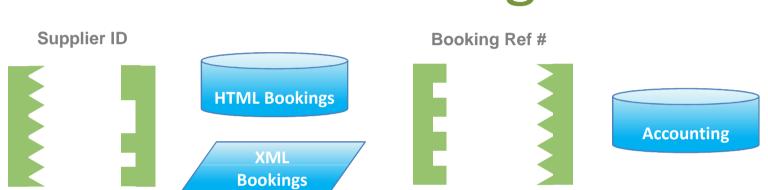




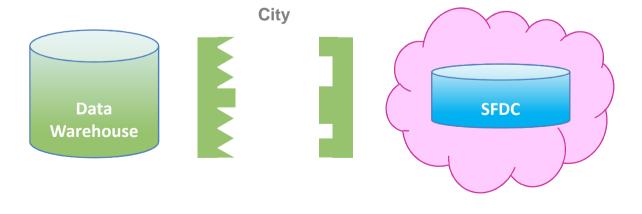


Contract Rates

The reference data challenge

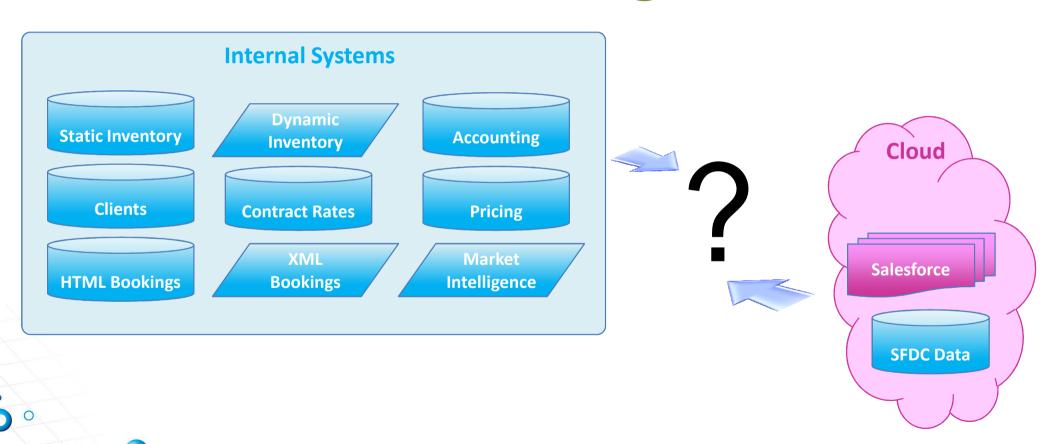








The cloud data challenge





The challenges in full

- Requirement for data not yet integrated in DWH
- Requirement for external data not centrally available
- Reference data between systems not the same
- Not existing Cognos users
- Wish list of other requirements
- Requirements based on a new system still in development

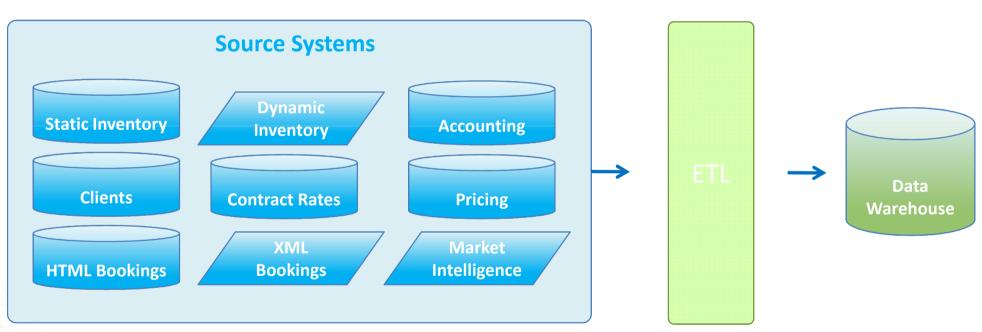








The disparate data solution

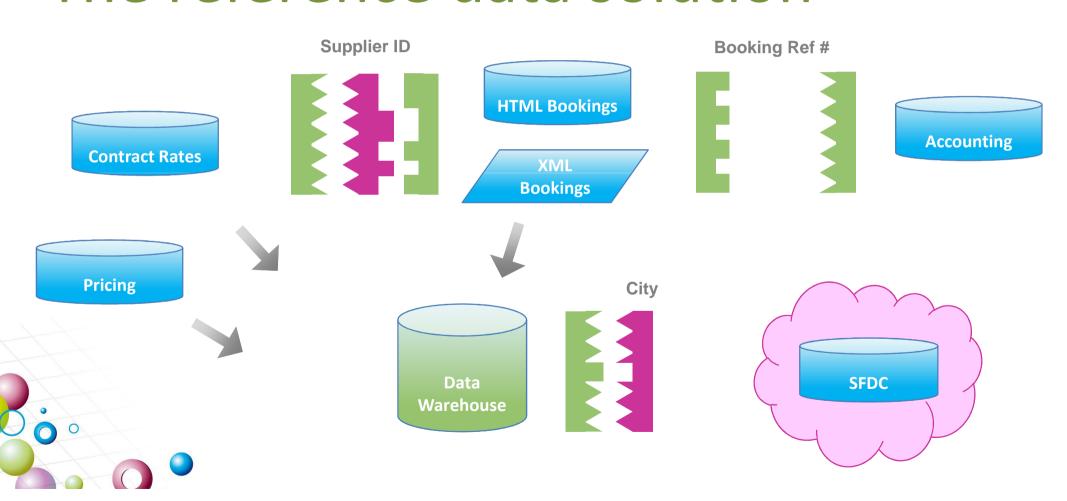






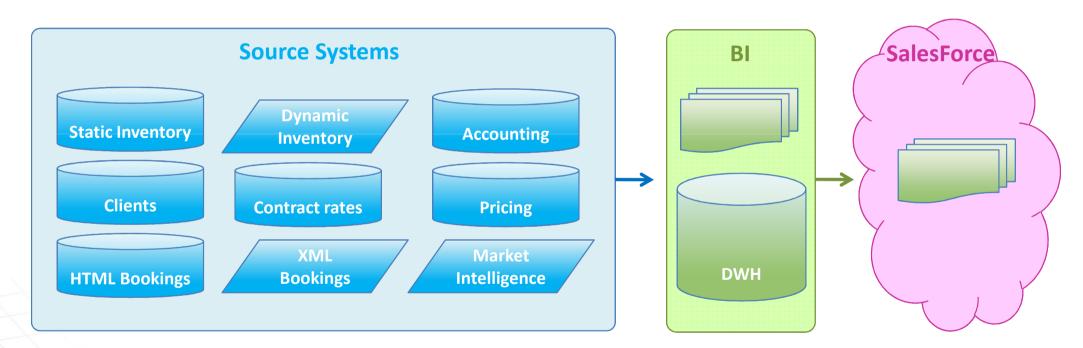


The reference data solution





The cloud data solution







SFDC integration options







User Interface

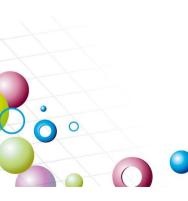
- Visual force pages
- Custom Link

Data

- Salesforce custom objects
- Salesforce data loader
- •Cognos 8 Virtual View Manager and Salesforce Connector

Security

•Cognos SDK for Security Provider

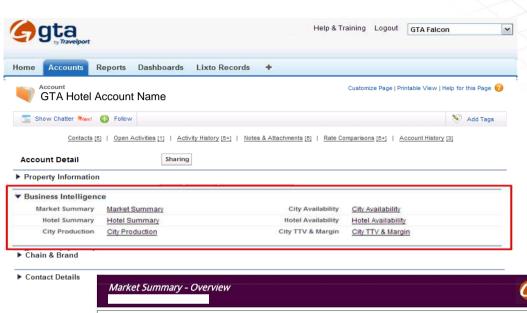






The UI solution

- 6 Reports on every SFDC account:
 - 2 Summary
 - 4 Detailed
- Hotel-level and Market-level
- Combination of:
 - pre-run .pdf format or
 - on-demand
- ONE PLACE FOR SOURCING TO GO







Solution Summary

- Resolved reference data discrepancies
- Used data from sources already integrated whilst working on further integration activities
- Designed IBM Cognos reports to be used in conjunction with Contracting team's existing workflow
- Exposed IBM Cognos reports in SFDC for a consistent user experience







Result

"I will be able to ... increase sales in my area"

"Much more time efficient way of running reports, not having to run millions of reports to try and even get some of the information that will now be available!"

"...building my confidence and I'm sure the same would be reflected on my supplier too."

"These reports are fantastic, will definitely **save my time** as currently, I need to spend at least 1 day to run monthly [production] reports from the source and it seems take me ages to run [an inventory] report."

"I'll be able to research my new areas much quicker and in more depth and spot trends and problems far earlier."

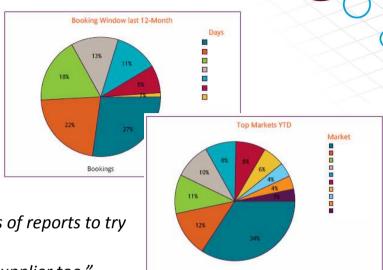
"... support our negotiations and to add value to ... the hotels."

"It will **help us prioritise** and work more effectively."

"I can [now] answer the supplier with confidence"

"...better focus on strategy now that BI is more readily available"

"Very clear understanding of company direction in the near future"





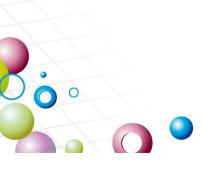




Result









Learning points

- Get the right people onboard
- Don't be tempted to push data to SFDC or the Cloud
- Go where there is greatest need
- Start small
- Consider how to measure success

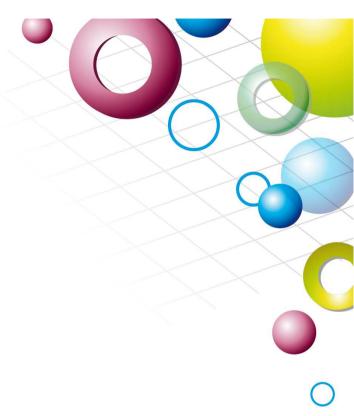
















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