



THE BI BUILDERS

"The availability of a Business Intelligence solution from The BI Builders and SAP BusinessObjects has immediately removed reporting as hurdle to overcome during the sales process". Jason Grant, Director of Development at Monexa

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Monexa Technologies Corp.

Case Study

BI SOLUTION BRIEF

Customer

Monexa Technologies Corp.

Industry

Financial, Recurring Billing

Location

Vancouver, BC

Software

SAP BusinessObjects Edge
Business Intelligence (BI) with Data
Integration

Crystal Reports®

CrystalReports.com

Web Services

Services

BI JumpStart Service

Data Modeling

Universe Development

Data Integrator Development

BI Report and Dashboard Service

THE COMPANY

Monexa (formerly IP Applications) is the leading innovator in the recurring billing industry. With over a decade of experience, deep skill-base and leadership in on-demand subscription billing software, Monexa has established customers across North America.

Monexa started in 1998 as a recurring billing and payments engine for large ISP and telecommunications companies such as AOL and Bell Mobility. They later added technical support and payment processing – appropriate for general online subscription billing.

As the Software as a Service (SaaS) and more recently the cloud infrastructure markets began to see significant growth, Monexa enabled online subscription companies of any size to affordably obtain the same subscription billing and payments functionality as their large ISP and telecommunications customers.

THE CHALLENGE

Monexa had an in-house, custom built reporting capability included with their subscription billing solution. "Monexa's on-demand billing service functions as the central repository for our customers' subscriber information," says Jason Grant, Director of Development at Monexa. In order to provide better analytics and improve the time required to roll-out new reports to their customers, Monexa was looking for industry-leading, on-demand reporting to be integrated into their solution.

In today's real-time world, it was important for Monexa that their customers be able to access the most current data from their billing solution whenever they needed it. For Monexa's larger enterprise clients it was important that they be able to add new reports quickly and have them available (online or through CrystalReports.com), which meant secure access to billing data from the cloud.

THE SOLUTION

The BI Builders and SAP BusinessObjects provided Monexa with a Business Intelligence and reporting solution – including software and consulting services – to meet their client reporting needs. The BI Builders exceeded requirements with a solution that minimized the need for ongoing maintenance, and eliminated the need for custom coding.

The project began with detailed requirements analysis for the reports, and examination of the data sources. SAP BusinessObjects Edge Business Intelligence software with Data Integration was implemented. At the same time, a data model was developed, and ETL flows and programs were designed, built and tested using SAP BusinessObjects Data Integrator. For improved continuity, and development of new reports, a Universe was designed, built and tested, also using Data Integrator.



THE SOLUTION CONT...

To allow access to the reports through CrystalReports.com, the Query as a Web Service component of BusinessObjects Edge was implemented. Later, this would be worked into an automated process that BI Builders created to refresh and upload all reports from the BusinessObjects Edge system to their CrystalReports.com location.

The BI Builders constructed and refined Monexa's reports with an iterative process and published them through the Web Service. At all stages The BI Builders adhered to an agile development methodology, called LIQUID™, which ensured incremental results, refinement, feedback, and on-time completion.

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THE REWARDS

The new reporting system has enhanced the experience for Monexa clients, increased sales effectiveness, and reduced client support costs. 100% of project goals were met or exceeded.

Enhanced Customer Experience

"Adding industry leading reporting to our product suite now provides our customers with real-time data about the health of their business they can't get from their CRM or ERP solutions," says Jason Grant, Director of Development at Monexa.

Increased Sales Effectiveness

"The solution The BI Builders built has positioned Monexa to provide our clients with key strategic data to help them run their businesses. For a majority of our prospects, this is one of the key issues during their buying decision," says Grant. Customers can find, update and dig into this information any time they need to, through the web service.

Reduced Development Costs

Since the solution was designed and implemented according to best practices, Monexa can create new reports with minimal effort and no coding. "The incremental cost to meet the clients reporting requirements will be reduced by an estimated 75%," says Grant.

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