



**Medtronic:
Using SAP® PowerDesigner®
to Improve and Extend the
Quality of Life for Millions**

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Company

Medtronic Inc.

Industry

Healthcare – medical technology development and manufacturing

Products and Services

Broad range of products and therapies focused on cardiovascular disease, orthopedics, neurology, and diabetes

Web Sitewww.medtronic.com**SAP® Solutions**

SAP® PowerDesigner® software



To reduce the substantial amount of time its business intelligence (BI) group spent responding to employee questions about where and how to access company data, Medtronic implemented SAP® PowerDesigner® software. Using the software, BI data architects created a **comprehensive, centralized, enterprise data model** – making it available globally. As a result, business analysts and other staff can directly locate and access the information they need.

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Changing the way the world treats chronic disease

Since pioneering its first life-changing therapy – a wearable, battery-powered cardiac pacemaker – Medtronic has been at the forefront of medical technology. Today, Medtronic is the global leader in medical technology, serving patients and healthcare professionals in 120 countries. Its 45,000 employees apply biomedical engineering to the research, design, manufacture, and sale of instruments and appliances that fulfill its mission to alleviate pain, restore health, and extend life.

Each year, Medtronic technologies make it possible for more than 7 million people with chronic medical conditions to resume everyday activities, return to work, and live better, longer. With the aim of providing a complete continuum of care to diagnose, prevent, and monitor chronic conditions, the company's focus areas include cardiac rhythm disease, cardiovascular disease, orthopedics, neuromodulation, diabetes, and surgical technologies.



120

Countries served



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Aligning IT with corporate strategy and objectives

Medtronic is dedicated to changing the face of chronic disease, working tirelessly to find new technologies – and new ways of using technology – to improve health-care around the world. Key to achieving its corporate vision is Medtronic's focus on continuous process improvement in quality and operations, as well as on an innovation strategy that encourages the combination of multiple technologies to improve therapies.

To support Medtronic's business strategy and objectives, the company's IT organization coordinates research and development capabilities across the company. For its part, the business intelligence group is tasked with making it as easy as possible for business analysts and other staff across Medtronic's business units to find, analyze, and leverage the detailed information they need.

“Our focus is to align what we do in IT with Medtronic's overall business strategy and objectives.”

Eric Popp, IT Manager for BI Architecture, Medtronic Inc.



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Quick, direct access to business-critical information

Historically, whenever Medtronic business analysts and report writers had trouble finding or understanding the data required to support business operations, they turned to IT for assistance. As a result, the organization's BI data architects spent a significant amount of time researching and responding to questions and requests for help.

To solve this problem, the BI group looked for technology that could aid their data architects. As a long-standing customer of database technology from Sybase, now an SAP company, Medtronic was familiar with the powerful and flexible modeling

functionalities of SAP PowerDesigner. Even more important were its communication features, which simplified the creation and maintenance of enterprise data models and enabled cross-company communication about the models. SAP PowerDesigner fit the bill.

Using SAP PowerDesigner, the BI group created a centralized, comprehensive, always-current enterprise data model to which employees had direct access. This freed up the BI data architects to focus on business intelligence development rather than end-user support.

“Our data architects were spending about 10% of their time just responding to questions. That’s what led us to SAP PowerDesigner.”

Eric Popp, IT Manager for BI Architecture, Medtronic Inc.



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Improved information access and BI group productivity

Medtronic's IT department had developed a BI architecture that pulled corporate information from over 150 source systems into a centralized data information hub. While helpful, this centralized BI architecture did not address the business need to enable employees to quickly find and fully understand the data available to them. BI data architects continued to handle questions from the field manually. "There was constant analysis of the database going on," explains Medtronic IT manager for BI architecture, Eric Popp.

SAP PowerDesigner has enabled the BI data architects to create and maintain a comprehensive enterprise data model. They can see the entire enterprise data model, and they are able to understand and maintain data relationships without having to update scripts

and Visio diagrams or produce additional documentation. "SAP PowerDesigner does all of that for you," says Popp.

"We knew we wanted a centralized model and how we wanted to represent our schemas in the tool," Popp continues. "We realized we could do various customizations to further automate the modeling and communication processes. Using the tool's repository rather than storing our models on our network made version control easier and allowed very efficient communication with employees. SAP PowerDesigner has enabled us to execute our BI strategy by combining our entire BI architecture into a single, centralized technology stack."

"Thanks to the unique communication features of SAP PowerDesigner, we can just point analysts to the model and give them the ability to interrogate it directly."

Eric Popp, IT Manager for BI Architecture, Medtronic Inc.



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Simplifying and automating business intelligence processes

Using SAP PowerDesigner to develop and maintain its BI architecture model, Medtronic's BI group has eliminated a great deal of work, including frequent manual adjustments to the model and the ongoing research required to respond to questions. The group can better control and audit the model while providing employees with direct access to it. And the software functionalities for version control enable multiple data architects around the globe to work on the model simultaneously. For example, data architects in Shanghai working on a project can access and check out a piece of the model, make changes,

and check it back in. SAP PowerDesigner automatically synchronizes and communicates the changes, ensuring version control and alerting others that changes have been made.

Thanks to SAP PowerDesigner, time that Medtronic's BI data architects spent responding to questions has been substantially reduced. Architects can now focus on their primary tasks of building out the company's business intelligence architecture to support ongoing growth and business requirements.

“Getting the right information into the hands of the people who need it as quickly as possible is a key IT goal. SAP PowerDesigner enables us to do that.”

Eric Popp, IT Manager for BI Architecture, Medtronic Inc.



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