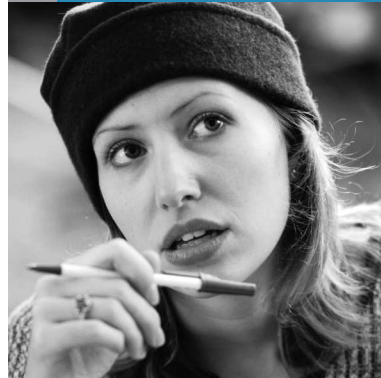


## SAP Customer Success Story

**“SAP Business Intelligence is an enterprise-wide information hub, providing a strategic approach to information management that delivers key information to decision makers in the form and at the time they need it to take effective action.”**

Tan Bee Guan, Assistant Director, Corporate Information System Group,  
NUS Computer Centre



### AT A GLANCE

#### Company Name

National University of Singapore  
www.nus.edu.sg

#### Industry

Higher education & research

#### Key Challenge

Consolidate inconsistent data contained in heterogeneous sources across multiple isolated systems

#### Implementation Partner

SAP® Consulting, part of  
SAP Customer Services  
Network

#### Solution and Services

SAP NetWeaver™ with the SAP  
Business Intelligence and SAP  
Enterprise Portal components

#### Existing Environment

SAP R/3® software for  
financials, human resources, and  
logistics (now available in mySAP™  
ERP)

#### Implementation Highlights

- Reduced implementation time to six months by using predefined business content and reports
- Eliminated need for additional programming to extract and load data into data warehouse

#### Key Benefits

- A single, metadata source allows for consistent analyses, reports, and alerts
- Self-service reporting for employees eliminates the role of the IT department in report generation

#### Hardware

HP ProLiant DL 740

#### Operating System

Microsoft Windows 2000

## NATIONAL UNIVERSITY OF SINGAPORE

### SAP NetWeaver™ HELPS STAFF WORK MORE EFFICIENTLY

Managing a staff as large as that of the National University of Singapore (NUS) has its challenges. With over 6,000 staff members, NUS is acknowledged as one of the leading universities in the Asia-Pacific region, offering a broad-based curriculum with multidisciplinary courses and cross-faculty enrichment. It has in total 11 faculties with an enrollment of more than 23,000 undergraduate and 9,000 graduate students.

To optimize the management of process and resources, NUS has deployed several IT solutions, including an enterprise resource planning (ERP) system. In 1994, the university began implementing the financials, human resources (HR), and logistics software of SAP® R/3®, available today in mySAP™ ERP.

To further streamline its business processes, NUS turned to the SAP NetWeaver™ Platform – the integration and application platform from SAP. Specifically, the university wanted to implement business intelligence software, utilize single sign-on to diverse applications, and support campus-wide collaboration.

### CAMPUS-WIDE GOALS

NUS decided to build on its SAP foundation of financials, human resources, and logistics capabilities and a third-party system. It added two components of the SAP NetWeaver platform: SAP Business Intelligence (SAP BI) and SAP Enterprise Portal (SAP EP).



The university wants to achieve a single point of access to a centralized data repository, thereby improving the maintenance of data and accelerating decision making for management employees. With an integrated system that has a single point of access, users could take advantage of self-service functions and have standardized data distribution and reports.

SAP BI has identical data structures with SAP R/3, allowing data to be extracted easily from operational systems. The result is a consistent database that is available immediately, with minimum programming required to generate reports and analyses.

**“The data is on different platforms, in different places, and the information is inconsistent. We wanted to bring the relevant information into one place, so that queries can be done in one place and the information is consistent.”**

Tan Bee Guan, Assistant Director,  
Corporate Information System Group, NUS Computer Centre

NUS wanted to populate an independent, quality-assurance database with HR and financial data from which analyses could be performed. This independent database can support lengthy or complex queries without impacting the performance of the operational HR and financial systems.

“SAP Business Intelligence is an enterprise-wide information hub. It is a strategic approach to information management that delivers key information to decision makers in the form and at the time they need it to take effective action,” explains Tan Bee Guan, assistant director of the corporate information system group at the NUS Computer Centre.

## **IMPLEMENTATION AND INTEGRATION**

The process of introducing SAP BI and SAP EP at NUS began in 2002. It took less than six months to implement the first phase of SAP BI. During the implementation, NUS saved time by using the business content, predefined reports, and analyses tools delivered with SAP BI. The integration, implementation, and extraction of data from the SAP platform proceeded quickly, adds Tan. And the extraction and uploading of data from the SAP R/3 database to SAP BI was straightforward, requiring no extra programming. The Web application designer tool also sped up implementation, through its quick and user-friendly approach to transforming queries and reports into Web data.

In addition to implementing SAP BI for financial budgeting and planning, NUS also worked on the requirements scoping for HR, students, and research. Database categories were created for assets accounting, project system, payroll, space utilization, enrollment, student fees, student full-time equivalent (FTE), student-staff ratio, headcount, wage, and headcount FTE.

## **FAST ACCESS TO ACCURATE DATA**

NUS can now produce reports based on HR and financial data—with a few taps on the keyboard and a couple of mouse clicks. Data can also be frozen so that statistics can be generated on a fixed set of data, which can then be used to compare specific ratios, such as employee-student ratios over a specific period of time. The single metadata source ensures consistent analysis and alerts, and it has allowed NUS to consolidate historical transactional data in a separate database.

The implementation of SAP BI has enabled NUS to achieve its goals of consolidating information from different sources, providing the right information to the right person at the right time, allowing for standard reporting and analysis, improving operational performance, and enabling informed decisions.

### **SIMPLIFIED ACCESS TO INFORMATION**

In addition, NUS wanted to consolidate access to all its different systems, processes, and information into a single place, eliminating the need for multiple passwords and multiple access points. They found the answer in SAP Enterprise Portal. SAP EP gives users a central access point for their information needs, which translates into improved efficiency and time savings. Its single sign-on capability provides access to information and applications across the entire system landscape. Previously, NUS staff had to remember at least three different passwords. Now they are empowered with single-password access to HR benefits, compensation plans, and performance reviews.

“It provides better information management, allowing users to find information quickly and accurately in terms of service delivery. Having faster access to relevant information makes for satisfied users,” says Tan.

The portal has also helped to eliminate manual processes, such as applying for leave or getting pay statements, which are now available online. The easy-to-use portal-based interface means that end-user training is not required.

To enhance the portal, NUS implemented the pay-slip and leave-application features of the business package for employee self-services. This predefined portal content speeds up the implementation process by eliminating the need to build the functionality and user interfaces from the ground up. NUS also used the workflow features available through SAP EP to create personalized work lists that enable managers and employees to track leave applications and approvals, requests for pay statements, and training schedules.

NUS has also started to use the extensive functionality of the search and classification engine of SAP EP. For example, staff of the NUS museum can use XML forms to create information about new acquisitions. When this information is published, it is available to all employees and staff who have access to the portal and the bundled search engine from SAP.

“This is a broad view of collaboration, where users can access consistent data through the portal and collaborate among departments. Everyone is on the same page now,” says Tan.

### **VALUE FOR THE FUTURE**

SAP BI and SAP EP are now in place, but NUS is not sitting still. It has plans to extend the use of the business intelligence solution by rolling it out to the other departments and identifying new reporting and analytics requirements.

For the HR database, there are plans to put more training and performance management information into the NUS data warehouse to enable better employee management. For the financials database, NUS wants additional reports on assets, budgeting, and expenditures. During the next phase of deployment, the registrar’s office plans to use SAP BI to extract student information into the data warehouse for statistical reports and analyses of student profiles.

NUS also intends to use the collaboration functions of SAP EP for publishing news about the university, providing answers to frequently asked questions (FAQs), and deploying polling features. Predefined portal interfaces will allow authorized NUS users to publish news online. The new FAQ feature will support the easy capture and sharing of end-user questions and expert answers. Finally, there are plans to enhance the use of the search and classification engine of SAP NetWeaver, to reach additional sources of information, such as the NUS file servers.

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