

QueBIT[®]

Formerly Applied Analytix, Inc.

CUSTOMER SUCCESS STORY
Consumer Electronics Industry

PACE

Modeling a complex organization at a marginal cost

PACE plc is a world leader in technologies, products and services for the pay-TV and broadband industries. Over the past decade, the company has grown and diversified rapidly; today it is listed on the FTSE 250, with revenues of USD 2.6 billion in 2014, and over 2,000 employees worldwide.

Addressing the Problem

PACE originally implemented IBM Cognos Enterprise Planning (EP) in the early 2000's, but after extensive use and business evolutions, they discovered some considerable limitations. The user base was suffering, actively being held back by the software. There were no automated data loads, which caused users to waste valuable time on manual processes, and data integrity was compromised. The company is set up in a matrix structure of five business units (i.e. management reporting cuts across multiple legal entities), each with its own Finance team. They needed a new structure that was flexible enough to be used in different ways in order to keep up with the consistent growth and change they had experienced in recent years.

Why IBM Cognos TM1?

IBM's Cognos TM1 solution overcame the shortcomings of EP at an acceptable price point. PACE had considered several options, including Oracle's Hyperion solution, but they were won over after it became clear that TM1's capabilities were very similar, and at a fraction of the cost. Unlike EP, TM1 is much more flexible and is fairly simple to scale. With PACE's complicated matrix

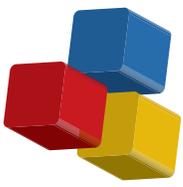


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— Richard Hughes, VP Group Finance



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structure, the multiple business units require information to be interpreted in many dimensions for different purposes. PACE concluded that the TM1 solution was the best option for flexibility, scalability, and price.

The Implementation

As a result of PACE's negative experience with their initial EP implementation, they were especially wary of getting involved in another costly software implementation. The QueBIT team took the extra time to dive deep and determine PACE's particular pain points before sharing recommendations and encouraging best practices. As it happened, the total number of cubes required to optimize the model was much less than PACE had expected. Additionally, PACE's Central Finance team resides in the United Kingdom, while a significant part of their IT department is in the United States, which obviously caused some concern to users during the implementation process. QueBIT was able to overcome this challenge with frequent and structured video conferences.

QueBIT Delivers Results

PACE's TM1 users are now empowered to build and produce reports that are meaningful to them. Further, reliance on the IT department has diminished, freeing up additional time. The data from their Oracle ERP system is now able to feed into their TM1 application on a regular basis and is much more stable. This greatly reduces the number of manual errors while providing increased data integrity.

ABOUT QueBIT Consulting

Since 2002, QueBIT has been driven to help organizations to improve their ability to make intelligent decisions that create value. Astute decision makers learn from the past in order to manage the present, predict the future and take prescriptive actions. This is why we're resolute in our commitment to excellence in business analytics strategy and implementation.

Working with QueBIT

QueBIT was able to uncover new business Best Practices for PACE, which was a great benefit in addition to the ease and reliability of the implementation. "The development team was able to get a grip on our business structure very quickly. Licenses, royalties, product margin, overheads, reporting, and many other areas were easily understood. They didn't just build a model, but solved our specific pain points" said Richard Hughes.

"We have the same model structure with dramatically less cubes involved; it's much more streamlined"

— Richard Hughes, VP Group Finance

WHAT'S THE FUTURE FOR PACE?

With a proven track record of industry firsts and a clear technical vision, PACE is at the cutting edge of current and future developments within the digital TV and broadband service marketplaces. With a strong TM1 model structure now in place, they are in a much sounder position to continue the growth and change they've seen in recent years.

For more information about our services, please call us at 1-800-QUEBIT1 or email contact@quebit.com