

Male: Welcome to an IBM and Bistech Midsized Business Analytics Success Story Video. In this video, IBM and Bistech, an IBM Premier Business Partner, speak to FK Gardner & Sons, a leading Australian construction group that provides a wide array of commercial building services. Recently, FK Gardner & Sons, hereafter known as “FKG,” decided to upgrade their business intelligence system by implementing IBM Cognos Express Accelerator and utilizing Bistech’s services, realizing an enormous improvement in their data analyses, being able to provide stakeholders with detailed cost and cash flow information, including Assumptions Analysis. Not only that, FKG is saving over \$400,000.00 per-year by being able to more efficiently produce reports and manage fixed costs. Let’s listen to Grant Statton, CFO of FKG, as he candidly describes the situation.

Grant Statton: We’re an extremely diversified business and we’ve been growing rapidly over the last three years in terms of staff and turnover, resulting in, I guess, reporting complexities for the group and our internal and external stakeholder requirements have also grown as they partner with us, along this great process, so, for me, one of the most important aspects was to provide a consolidated view, in a dynamic fashion, on a timely basis that could be utilized in terms of micro and macro perspectives, so that our end consumers had confidence in the information being provided. As we’ve grown our projects as a mid-tier-size construction company have started to be driven at a national and a state level, so in order to comply the client expectations are higher, their awareness around our cash forecasting and our visibility through the business is important, so that they have confidence that we can deliver. Projects leading up to \$50 million at a time can create a strain on any business in a mid-tier sense in their cash flow needs.

Male: FKG was also previously running an antiquated hybrid reporting solution that produced confusing and inaccurate reports, which did not create risk forecasts nor fulfill their growing business needs.

Grant Statton: One of the problems we faced was providing timely and accurate information. Now we have our base solutions. We had two base solutions both interfacing with and end supporting solution and this system – had a lot of people, a lot of process integration from not only our IT department but also our accounting and finance departments. The Xccelerator module tapped into that information and produced it in a regular, useable format. The accuracy of our taking the person involvement in double-handling information out of it can’t be addressed in the timeliness for reporting, both external and internal, is certainly in the dynamic sense far more

heightened than what we previously had from doing this accelerated process, so, at the end of the day, without a form or format to bring things together, we weren't reporting on time, we weren't achieving the outcomes we needed, as a business, to make informed decisions and Xccelerator has achieved that in no uncertain terms.

Male: To accommodate these challenges, FKG went to Bistech. They wanted to ensure that they would be getting top rated resources and expertise in the implementation of a new system as well as utilize a business that would help them develop tools that would suit their specific needs.

Grant Statton: It was important for me, when embarked on the process, to get a partner. I didn't wanna go into an environment of me having to reinvent the wheel for someone who had a software product. A commercial awareness was critical in partnering, so that our objectives would be met by – in terms of our internal and external objectives. I found Bistech's awareness, not only in terms of their own product, be that Xcceleratot or about their team and the professionalism with which the team approached our assignment, second-to-none. I was totally delighted by the team and their ability to work with me to find solutions, actually push me to find solutions, which supported not only the detail required but also the macro picture of our business. I think we've done that in a fashion that sets us into the top mid-tier construction company, especially in Australia.

Male: Via Bistech, FKG purchased IBM Cognos Accelerator software, let's here why.

Grant Statton: Accelerator interfaces as being Excel which is familiar to all end users in our business, so it wasn't a big step for people to embrace the product. I think the dynamic fashion with which the reports are being provided just added insight to the business. I think the fact that you can use Excel to create further enhancements, at an operating level that met each of our business division needs, and having a cost-control mechanism provided in that fashion has truly provided an ability for us to manage our overhead costs and get buy-in and accountability across all of our business divisions.

Male: IBM Cognos Express has also led to other business improvements, including providing the confidence to present imperative data reports to stakeholders and the ability to forecast and manage risk in addition to saving at least \$400,000.00 annually.

Grant Statton: The vision and clarity, I guess even the wow factor, when we're presenting internally to people, we were losing them in a presentation and when they asked for more data, well, it's okay to have a summarized view of the world when you're needing nice, clear, concise pictures –like positive and negative against target. However once a question's asked, it's important to have that confidence by being able to drill into the solution to substantiate your outcomes that the internal user and external user's looking for, so I think having designed the forecast solution and analytical solution, et cetera, why, with the Bistech team, we've got a solution that is both micro and macro given the end consumer confidence in the data that's being provided.

Male: The story gets particularly interesting here as grant describes FKG's positive relationship with Bistech, including their wealth of technology knowledge and experience.

Grant Statton: I'm looking forward to working with Bistech in the future. I certainly put a lot of faith in them as business advisors. Their team have been truly supportive and they've opened my eyes up to things that, at the time, I didn't have the vision for or the ability to execute and I certainly supported throughout, I'd say, collaboratively. We've got an clear outcome, which makes all our objectives in a professional light. At the moment we're looking at our service agreements, moving forward, to ensure that we maintain that contact and look forward to continuing the ongoing improvement of our business.

Male: That wraps up today's video. Thank you for listening and thank you to Grant Statton, FIG Gardner & Sons and Bistech, an IBM Premiere Business Partner.

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