

Capital Services Group

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Sushil Jadhav, Global Application Manager of the Capital Services Group

Capital Services Group Customer Success

The Capital Services Group provides loan and real estate asset management services to clients across Asia with offices in Japan, Thailand, Philippines, Malaysia, Singapore, Taiwan, and China.

The Group has grown significantly since its inception in 1998, with billions of US dollars of assets under management and more than 300 employees. The Capital Services Group’s strong track record is built on cutting-edge systems and strongly-defined policies and procedures. This focus on fundamentals has enabled the organization to develop an asset management and servicing platform specifically tailored for the rapidly developing multinational asset management environment.

The Group’s model can be rapidly localized to new countries or markets with relatively short notice, and releases resources to focus on country and investment specific details. Using state-of-the-art technology, Capital Services Group provides real-time information to stakeholders. Of strategic importance to the Group’s operations is their Servicing Company Operating and Reporting Engine (SCORE), a Web-based proprietary asset management and performing loan system, which features multi-lingual and multi-currency capabilities. This system maintains a central warehouse for all asset information across countries and business products, providing accurate, timely, and consistent reporting. For their business intelligence (BI) engine, the Capital Services Group chose Cognos 8 BI to provide the analytical reporting capabilities for SCORE.

Challenges faced

With various offices located across Asia, the Capital Services Group was faced with a massive volume of siloed information, as well as data requests coming in, not only from the company, but from its investors and

Industry:

- Financial Services

Geography:

- Asia
- Europe

Information Needs:

- Harness various data for reporting and company-wide visibility
- Make informed business decisions from the data
- Develop more accurate and timely reporting
- Maximize IT resources

Platforms:

- Sun Solaris operating system
- Oracle database

Users:

- 114

Solutions:

- Cognos 8 BI
- Cognos API
- Cognos Professional Services
- Cognos Education

Benefits:

- Improved monitoring of key metrics
- Increased efficiency through standardized reporting
- Better and quicker decision-making with a single version of the truth
- Easy access to information that is more accurate and timely
- Significant decrease in IT time
- Reduced number of reports
- Powerful analytics
- Flexible reporting
- Quality control
- Enhanced data management

major stakeholders as well. The organization's industry reporting requirements were very stringent and diverse, applied on a case-by-case basis, and altered frequently. The Group found that it needed more resources for the company to gain accurate and timely reporting.

"Apart from the need to increase our timely reporting, we had also identified a need to increase the amount of information available to management and business units for the analysis they needed to make informed business decisions," states Sushil Jadhav, Global Application Manager for Capital Services Group. "All of these factors combined caused us to start looking for a platform that would help us meet our current and future requirements."

Strategy followed

The Group started the evaluation process in 2005 by assessing seven vendors. After the initial evaluation, the search was narrowed down to Cognos, along with two other vendors. The Group compared each product based on the following criteria: role-based agility, ease of use, GUI capabilities, support, and total cost of ownership (TCO). After reviewing all products against these parameters, the company chose Cognos 8 BI, which best fulfilled the criteria.

The decision was made to integrate Cognos 8 BI tightly into the company's home-grown Loan Servicing and Asset Management system, SCORE, which runs on a Sun Solaris operating system. Assigning the Cognos 8 BI project a name—Servicing, Operating, and Reporting Analytics, or SORA—emphasized that the program was designed to maximize rapid data extraction and reporting flexibility in the Capital Services Group.

The Cognos 8 BI deployment started in 2006, when the company engaged with Cognos Consulting for a design review of the project.

"The engagement called for us to review the BI database design, capacity planning, and overall solution architecture. We worked with Cognos Consulting to do the initial design and implementation of Cognos 8 BI, which then provided the BI and warehousing platform," states Jadhav. "With Cognos Consulting, we were able to review all of our documents and identify any causes related to poor architecture, minimizing the risk in the earliest stages of the design."

The key drivers for the project were to reduce IT development cycle times and simplify data access.

At the time, management was unable to consolidate data for risk management and analytics.

During the design review project, the organization used the Cognos training services at the Cognos training facility in Hong Kong to train Capital's administrator users. Now, the Capital Services Group has 114 Cognos 8 BI users, and plans to expand that number to 150 over the next 12 months.

"The goal with Cognos Training was to empower our administrators to manage the environment efficiently, deploy the changes, and tune the activities on a regular basis," recalls Jadhav. "But with internal users, the training goal was to enable them to use Cognos efficiently in their day-to-day operations. Since it was a major deployment and we completely changed the reporting engine, it was vital to ensure the users were properly trained to achieve the maximum efficiencies."

The long-term goal of the company is to increase its focus on BI and provide business reporting and analytics, not only internally, but also to the company's external key stakeholders.

Benefits realized

With Cognos 8 BI, users can now generate reports on their own, without calling on resources from the IT department.

"Before, if a user had a simple request, they had to go through a procedure and approvals with IT that normally took about five working days," notes Jadhav. "Now with Cognos 8 BI, it's a matter of one or two hours, and one of our quality control analysts can have the data nearly instantaneously."

The Group has also benefited from improved response times and customized data reports, empowering users with self-service capabilities that enable them to characterize their report individually. Additionally, Cognos 8 BI has allowed the company to reduce the number of reports, while employing powerful analytics, flexible reporting, quality control, and enhanced data management.

Jadhav sums up his Cognos experience by stating, "With Cognos 8 BI, we are now managing our environment more proficiently by building on our existing applications intelligently to analyze and utilize our data. Cognos Consulting and Training was extremely helpful in content, server, and portal administration, and enabled our system administrators to manage the Cognos implementation effectively on their own. Cognos has increased efficiency in our organization."