On-Demand Basis Services For Business Warehouse /Business Intelligence (BW/BI)

eSAPport

BI Systems: Services unique to Business Warehouse / Business Intelligence

- **BI Reporting**
  - Design,Develop, and Document BI Reports

  Offerings:
  - Create/Design/Implement a New BI Report
  - Troubleshoot/Debug a New BI Report Issue
  - Maintain/Modify/Update an Existing BI Report
  - Optimize/Tune BI Report Cache Parameters
  - Analyze/Monitor Cache Performance
  - Troubleshoot/Debug/Resolve Existing BI Report Issues

- **BI Reporting Cache**
  - Optimize/Tune BI Report Cache Parameters

  Offerings:
  - Optimize/Tune BI Report Cache Parameters
  - Optimize/Tune Global Report Cache Parameters
  - Analyze/Monitor Cache Performance
  - Reset/Delete Report Cache/Caches

- **BI Connectivity**
  - Setup,Configure,Document Connection between BI and Source Systems

  Offerings:
  - Setup/Configure/Document Source Systems
  - Reconnect and Document Source Systems
  - Troubleshoot Source/Target Connection Issues

- **BI Secure Network Communications (SNC) Connectivity**
  - Setup,Configure,Document SNC Connection between BI and Source Systems

  Offerings:
  - Setup/Configure/Document Secure Network Communications (SNC) Between Source & Target Systems
  - Maintain/Modify/Update Secure Network Communications (SNC) Between Source & Target Systems
  - Troubleshoot/Resolve Secure Network Communications (SNC) Between Source & Target Systems

- **BI Web Reporting with Secure Sockets Layer (SSL)**
  - Setup,Configure,Document BI Secure Sockets Layer (SSL)

  Offerings:
  - Setup/Configure/Document Secure Socket Layer (SSL)
  - Maintain/Modify/Update Secure Socket Layer (SSL)

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customer.service@esapport.com

❖ Troubleshoot/Resolve Secure Socket Layer (SSL)

- **BI Loads**
  - Optimize/Tune/Troubleshoot BI Loads

  Offerings:
  - ❖ Optimize/Tune BI Loads
  - ❖ Analyze/Review BI Load Performance
  - ❖ Trace/Debug/Document BI Load Issues

- **BI Security**
  - Create/Maintain/Troubleshoot BI Security Issues

  Offerings:
  - ❖ Create/Modify/Delete BI Authorizations
  - ❖ Maintain/Modify/Update BI Authorizations
  - ❖ Assign Authorizations to Users and Roles
  - ❖ Monitor/Audit/Test Tools for BI Security

- **BEx Analyzer and Browser Rollout Strategy**
  - Design,Implement and Document the BEx Analyzer and Browser Rollout

  Offerings:
  - ❖ Design/Implement/Document BEx Analyzer and Browser Rollout Strategy

- **Patch BEx Analyzer and Browser**
  - Patch and Document the BEx Analyzer and Browser

  Offerings:
  - ❖ Patch and Document the BEx Analyzer and Browser

- **BEx Analyzer and Browser**
  - Maintain/Troubleshoot/Resolve BEx Analyzer and Browser Issues

  Offerings:
  - ❖ Maintain/Troubleshoot/Resolve BEx Analyzer and Browser Issues

- **BI Transport Connection**
  - Setup and Configure the BI System Transport Connection

  Offerings:
  - ❖ Setup/Configure/Document BI System Transport Connection
  - ❖ Review/Audit BI System Transport Connection

- **BI Deletes**
  - Optimize and Tune BI Deletes for Performance

  Offerings:
  - ❖ Analyze/Optimize/Tune BI Deletes
  - ❖ Analyze/Review/Document BI Delete Performance
  - ❖ Trace/Debug/Document BI Delete Issues

- **BI Compression**
  - Optimize and Tune BI Compression for Performance

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Offerings:

- ❖ Optimize/Tune BI Compression
- ❖ Analyze/Review BI Compression Performance
- ❖ Trace/Debug/Document BI Compression Issues

☐ **BI Process Chains**

- ■ Analyze/Troubleshoot/Resolve BI Process Chain Issues

Offerings:

- ❖ Analyze/Troubleshoot/Resolve BI Process Chain Issues

☐ **BI Statistics**

- ■ Install, setup, configure and document BI Statistics

Offerings:

- ❖ Setup/Configure/Document BI Statistics
- ❖ Maintain/Modify/Update BI Statistics
- ❖ Troubleshoot/Resolve BI Statistics Issues
- ❖ Optimize/Tune/Document BI Statistics

☐ **BI POSDM**

- ■ Analyze, troubleshoot and tune POSDM processing in BI

Offerings:

- ❖ Analyze/Troubleshoot/Tune POSDM processing in BI

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