



AIR FORCE MATERIEL COMMAND

PUTTING POWER IN THE HANDS OF THE USER

QUICK FACTS

Industry

Defense and security

Budget

US\$17 billion

Employees

75,000

Headquarters

Wright-Patterson Air Force Base, Ohio

Web Site

www.afmc.af.mil

SAP® Solutions and Services

SAP® BusinessObjects™ XI solutions, SAP BusinessObjects Web Intelligence® software, and SAP BusinessObjects Desktop Intelligence™ software

Implementation Partner

CACI Inc.-Federa

Key Challenges

- Replace business intelligence system nearing end of life
- Improve user-friendliness
- Enable self-service reporting
- Speed report generation
- Increase analysis capability
- Minimize external contractor costs
- More efficiently use reduced resources

Implementation Best Practices

- Avoided financials-intensive times of the year
- Ran SAP® BusinessObjects™ and legacy software in parallel until training was complete and key reports were converted

Financial and Strategic Benefits

- Put more power into the hands of users
- Improved flexibility in generating complex reports and performing in-depth analysis
- Achieved ability to perform midmonth results analysis
- Withstood personnel cuts without loss of efficiency
- Discovered data anomalies faster, allowing for quicker corrective action

Why SAP Was Selected

- Usability by developers, administrators, and users
- Self-service report generation strengths
- Intuitive user interface
- Ease of learning
- Flexibility to pull data elements in and out while building reports

Low Total Cost of Ownership

- Met schedule and budget goals
- Enabled users to do more by themselves, minimizing IT burden and development costs
- Sustained rapid growth in usage with no increase in IT personnel

Operational Benefits

Key Performance Indicator	Impact
Time to deliver end-of-month reports	-60%
Time to produce cash-flow income statements	-87%
Typical time to look up data, perform analysis, and produce reports	-87%

The legacy business intelligence software used by the U. S. Air Force to manage its weapons systems' financial and logistics operations was nearing end of life. Users wanted a replacement that allowed them to do their own reporting on a self-service basis rather than depend on contractor report development. The SAP® BusinessObjects™ portfolio made that possible, and now decision makers get the information they need much faster.

SAP BusinessObjects software provides Air Force Materiel Command financial managers and analysts with a robust tool for timely and accurate financial analysis and reporting.

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The Air Force Materiel Command (AFMC) is the branch of the U.S. Air Force that conducts research, development, tests, and evaluation and provides acquisition services and logistics support necessary to keep Air Force weapon systems ready for war. AFMC pays for parts and services for maintaining and repairing these weapon systems and related infrastructure via the nearly US\$17 billion Air Force Working Capital Fund (AFWCF).

Many years ago, to better manage the AFWCF, AFMC developed the Keystone Decision Support System – a data warehouse and data mart that provide visibility into AFWCF financial and logistics operations down to the individual transaction level of detail, along with a business intelligence (BI) system to mine it for information. Over its first few years Keystone grew enormously in usage and value to AFMC, but the legacy BI application could not keep pace. Keystone users wanted to perform more and more sophisticated queries, but because of system limitations they had to turn to an external contractor's developers – at considerable expense – to implement them. Reports took too long to generate, and analysis was too difficult to perform. The culmination came when the vendor told AFMC that support for the software version in use would soon cease.

Friendly Interface for Users, Administrators, and Developers

The Keystone team, composed of government and support contractor personnel, performed an internal,

informal evaluation of various BI applications rated by analysts as industry leaders in the BI field. Considerations included overall cost to implement and ease of use from both an end-user and maintenance/developer perspective. The intent was to provide the Keystone user community the ability to do more complex financial analysis and reporting on a "self-service" basis to reduce overall system maintenance and development costs. The team, with valuable input from the user community, determined the SAP® BusinessObjects™ BI software provided the best overall solution to meet the government's requirement.

CACI Inc.-Federal, AFMC's contractor for Keystone, performed the implementation expeditiously with excellent support from SAP, and for three months AFMC ran parallel operations between the two systems. The Keystone team was concerned users would be reluctant to move from the old BI application to the new, but actual experience was just the opposite. Once users were trained on the more intuitive, user-friendly functionality of Keystone with the SAP BusinessObjects BI software, response was surprisingly positive, as all users quickly and seamlessly moved to the new version of Keystone.

Roll-Your-Own Reporting

Usage of the Keystone system has continued to explode, but this time the BI software has no difficulty keeping up. AFMC has moved from monthly to daily data feeds and has doubled the frequency of in-depth analysis reports. Reports of all kinds appear on decision-makers' desks much more quickly than before. Customer feedback to the Key-

stone team indicates research and analysis time for all levels of financial reporting has been dramatically reduced. This allows analysts to better use their time for in-depth analysis of trends; quicker discovery and correction of transaction anomalies; and faster, more complete reporting for AFWCF end-of-month reporting from field level to the Pentagon.

With users doing their own reporting, AFMC has been able to weather the load while holding IT staffing constant. Still, there are occasions to involve the developers, who are finding the flexibility to accomplish tasks that were never possible before. For example, a recent basic query was built for a specific customer requirement that, based on a certain set of business rules, provides a report that allows the customer to then amend the report for further required analysis, dependent upon the initial results returned. This flexibility for a user to perform complex analytical research without the continual assistance of system developers would not have been possible in the old version of Keystone.

Over the next five years AFMC plans to implement an enterprise solution that includes a role for BI. SAP BusinessObjects software is one of several BI tools being considered as part of the overall toolkit to provide an enterprise solution that meets customers' needs.

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