

INCA SERVICES BOOSTS FUJITSU TELECOMMUNICATIONS' CONFIDENCE IN COGNOS ANALYST



Fujitsu Telecommunications Europe Ltd is part of the global Fujitsu Platforms group, developing advanced access network solutions. One of the largest suppliers of broadband access solutions in Europe, Fujitsu is playing a fundamental role in the creation of "Broadband Britain". Their integrated approach encompasses research and development, project planning, community liaison, cable laying and civil engineering, as well as installation, operation, support and maintenance services.

GETTING THE MOST OUT OF COGNOS ANALYST

Having used Cognos for many years (the product was implemented in 1992 whilst still under the Adaytum KPS banner), Fujitsu have always been aware of the powerful capabilities of the system to provide vital reporting and budgeting information. Since working with Inca, those powerful capabilities have been utilised by Fujitsu to further their reporting and budgeting systems, and to roll out the system to other departments.

Debbie Griffiths, Systems & Operations Accountant at Fujitsu Telecommunications has been a competent Cognos user at Fujitsu for many years. She gained her Analyst knowledge primarily from a colleague who had attended a training course, and also through her own ongoing use of the system. Until early 2007 they had been using Cognos Analyst mainly for the monthly management reporting.

After being contacted by Inca in 2006 Debbie and her colleagues met with Andy Thomas, External Customer Account Manager at Inca, to discuss the company's usage of Cognos Analyst, and to introduce Inca's services to the company.

After a successful meeting Debbie was keen to attend an Analyst training course. The four day training course Debbie attended at the Inca Academy covered topics such as D-List formatting, creating file maps, setting up flow charts and re-honing skills that she had picked up over the years from her use of the system.

INSPIRATION AND REJUVENATION

The training Debbie received from Inca inspired a rejuvenation of the system within Fujitsu, and since her attendance Debbie claims that she is 'a lot more confident with building the models' which has therefore enabled her to create more of them.

That same confidence has prompted her to produce more models for different sections of the company. 'It is not just about basic accounting functions now', she says. Along with producing a model that calculates direct labour rates for the production area, Debbie has also created a set of models for MWS, a new business stream of Fujitsu, which is proving successful for them.

Possibly one of the greatest outcomes of her training is the transformation of the Management Reporting Pack that Debbie produces each month for the board, which contains the P&L Balance



sheet, overheads, sales margins, KPIs, graphs, and overhead analysis. Due to some important company process changes and the new skills that were picked up on the training course the report has much more depth and contains much more meaningful data.

Possibly the most significant outcome is the time it takes to run the report. It used to take three or four days, 'now I can do it in a matter of hours' Debbie observes.

SATISFACTION AND SUCCESS

Shortly after Debbie attended the Cognos Analyst course Fujitsu transferred their product support to Inca. Debbie confirmed that the excellent training she received, along with the helpful interaction with Inca's team persuaded her of the benefits she would receive by doing so.

MOTIVATION FOR THE FUTURE

At the moment Fujitsu Telecommunications Europe have five Analyst licences in use, but with her new wave of enthusiasm for the product Debbie has many plans for Fujitsu and Cognos Analyst. Ideally the product will be rolled out to other departments, where it will be adopted as their forecasting tool.

Debbie and her team could then gather all the information from the reports 'rather than them giving bits of paper here and there'. By using Cognos as the main model it 'would be a lot quicker, and by cutting the middle man out of the process any inputting errors should be eradicated'.

BENEFITS SUMMARY

- Fujitsu have gained extra Cognos Analyst knowledge through Inca training
- Confidence in product has grown with exchange of ideas
- Interaction with Inca ensures Fujitsu get support and good working relationship
- Cognos Analyst is now a resource for new ideas and rejuvenating old processes

