Port of Los Angeles

Client
Port of Los Angeles

Industry
Transportation
Government - Port

Client Benefit
Business Objects
Application – Installation
& Configuration

Modules
Business Objects -
CE 10 Enterprise
CR 10 Enterprise

Hardware & Software
Hardware - Various
Server Configurations
Database – MS SQL /
Oracle / DB2
Platform – Microsoft
2000 SP4

Project Description

The goal was to provide the Port of Los Angeles (POLA) with a more comprehensive understanding of their business operations across various departments which were using several different data systems. A main issue was the end user community's need to rely on IT support or a report analyst to obtain a variety of information in a timely manner. Therefore, a key area of importance for POLA was their desire to in-power the user communities giving them control over the information they needed to make critical decisions.

Scope of Services

5x Technology provided services for implementation, configuration, and testing of CE 10. Some of the service items included: data warehouse creation; training; support services; and report creation & management.

> **"They knew exactly what we needed to accomplish and were very knowledgeable in getting everything done to our specifications"**
>
> Jill Jeffries
> *Project Manager*

A short list of work performed:

- Assess overall information distribution needs with IT and business management.
- Assess & Implement integration with other custom development projects.
- Assess & Implement proposed security changes.
- Customize Web interface of CE 10 with color & logo of current POLA intranet.
- Configure Web servers with intranet security to allow secure access.
- Conduct hands-on training to support CE 10 technical environment.
- Write procedures manual for IT & end user community on CE 10

Benefits

Installing and configuring Business Objects Crystal Enterprise 10 (CE 10) on POLA computer systems has allowed all departments to create and view other departments information. This created a broader sharing of information between the various departments without the need for a data warehouse.

The partnership between information and technology has increased productivity and reduced downtime for many personnel throughout POLA. Through the implementation of CE 10, the user community is able to create, edit and adjust reports to handle day-to-day operations without the assistance of IT support or an analyst. POLA has been able to take advantage of existing reports without having to recreate them and merge with other department reports to gain broader reporting capabilities. In addition, this implementation has allowed for a virtual data warehouse of information allowing departments to gain greater access to information. Through the use of CE 10, POLA is able to make the important decisions that will allow for them to remain one of the largest ports in the world.