



CREDIT AGRICOLE EGYPT

IMPROVING THE STABILITY OF A BANK'S REPORTING ENVIRONMENT

QUICK FACTS

Industry
Banking

Revenue
US\$470 million

Employees
1,000

Headquarters
Cairo, Egypt

Web Site
www.ca-egypt.com

SAP® Solutions and Services
Querying and reporting with SAP® BusinessObjects™ XI solutions

Implementation Partner
Intercom Enterprises

Key Challenges

- Improve stability of reporting environment
- Enhance system performance
- Improve security of confidential client reports
- Provide compatibility with more than 1,500 preexisting reports
- Remove impediments to growth
- Provide standardized reporting company-wide

Implementation Best Practices

- Systematically analyzed current environment, prepared new environment, installed and configured software, and performed migration and testing
- Followed formula for success acquired from previous projects

Financial and Strategic Benefits

- Support for rapid growth
- Greater user productivity via dramatic improvement in stability, reliability, and performance of reporting environment (for example, ability to support more than 100 simultaneous user sessions)
- Greater security for confidential reports
- Powerful, parameter-driven query capability

Why SAP Was Selected

- Stability, performance, and security provisions of SAP® BusinessObjects™ XI solutions
- Trusted local support
- Ability to run software on a stable platform: IBM AIX
- Ease of migrating existing reports

Low Total Cost of Ownership

- On-schedule, within-budget project completion
- Elimination of system crashes, greatly reducing need for IT support recovery

Operational Benefits

Key Performance Indicator	Impact
System reliability	+ 90%
System performance	+ 60%

Credit Agricole Egypt, a major force in the Egyptian banking community, needed to substantially improve the stability and performance of its reporting environment. The bank migrated to the most current SAP® BusinessObjects™ XI solutions and switched to the IBM AIX operating system, gaining a strong platform for continued growth.

“We are very happy with our new SAP BusinessObjects XI solutions. They exhibit the stability, reliability, availability, and power we need to support the bank’s growth.”

Azza Abdou, Head of Data Warehousing, Credit Agricole Egypt

www.sap.com/contactsap

Credit Agricole Egypt provides all customary banking services for the people and institutions of Egypt. One of the leading private banks in the country, Credit Agricole Egypt is a majority-owned subsidiary of Credit Agricole S.A. of France, one of the top five financial institutions in the world and the number one retail bank in France.

Like its parent company, Credit Agricole Egypt has ambitious plans, including growing its number of branches from 87 to 120. However, in order to manage expansion, it needed to modify its reporting environment – outdated versions of SAP® BusinessObjects™ XI solutions that were running on a very unstable operating system. Because of this instability, downtime was very frequent, affecting daily operations.

SAP BusinessObjects XI on IBM AIX Provides Stability

The bank briefly considered changing to another reporting environment, but that would have entailed migrating more than 1,500 existing reports. More importantly, these other environments used the same operating system that was responsible for most of the bank’s stability problems. So, Credit Agricole Egypt approached its local supplier of SAP BusinessObjects business intelligence solutions and services: Intercom Enterprises. The local supplier explained that the current versions of SAP BusinessObjects at other customer sites were exhibiting excellent stability

and were providing many other improvements as well, such as better performance. The software also offered new functionality for safeguarding confidential reports. Most importantly, the firm went on to explain, the new software was available for use on the IBM AIX operating system – which is far more stable than the operating system the bank was using. Based on excellent experiences with Intercom Enterprises in the past, the bank accepted the firm’s recommendations.

Intercom Enterprises took the same systematic approach to implementing the bank’s SAP BusinessObjects XI solutions that it had employed many times for other SAP BusinessObjects customers. As a result, the project went smoothly and was completed on schedule and within budget.

New IT Delivers Performance, Security, and Query Power

SAP BusinessObjects XI and IBM AIX are delivering all the improvements that Credit Agricole Egypt had been hoping for and expecting. Daily crashes are a vestige of the past, and users can count on reliable operations and performance – even when the software is running simultaneous sessions for more than 100 users. The result: greater employee productivity. IT personnel feel the benefits as well since they no longer have to deal with the frequent crashes – saving time and money.

Credit Agricole Egypt is also pleased with the security provisions embodied in its new version of SAP BusinessObjects XI.

With the SAP software, no branch or department can gain access to the reports of other branches or departments, helping to ensure client confidentiality.

Powerful query creation is another key area of improvement. Users can interactively construct queries using various parameters to control the contents of reports.

The bank’s user base for SAP BusinessObjects XI is expected to increase from 120 to 150 in the near future. Based on the successes to date, Credit Agricole Egypt is confident that its new standard reporting environment will allow it to handle this growth and much more as expansion continues.

Implementation Partner

Intercom Enterprises has been providing IT services in Egypt since 1992. The firm provides system integration services for many popular software applications, including the SAP BusinessObjects portfolio of solutions.



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