Illumiti
Realize your vision

THEMIGROUP

"TheMiGroup prides itself on providing exceptional customer service. We are therefore extremely pleased to be working with Illumiti – a company that has demonstrated it shares similar values. Our new SAP®-based ReloWeb® portal, implemented by Illumiti and its web design partner, helps us stay ahead of the game with an unparalleled set of advanced, yet easy to use dashboards and reports."

Joanne Hodge – Vice President and Chief Information Officer, TheMIGroup

> " Clients come from a diversified industry base and choose TheMIGroup because of its people, expertise, resources and reputation in providing successful relocations.

TheMIGroup (www.themigroup.com) is a provider of Relocation and Assignment Management Programs, solely focused on helping companies relocate their employees within their own country and internationally. TheMIGroup manages a full range of global and domestic relocation solutions that ensure corporations receive a positive return on their investment for their relocating employees. Clients come from a diversified industry base and choose TheMIGroup because of its people, expertise, resources and reputation in providing successful relocations.

The Business Situation

As part of its strategy of differentiation through high-quality customer service, TheMIGroup sought to provide its clients with a superior customer experience level, including advanced web-based self-service reporting. While the company had previously made some standard reports available on-line, it realized a need for enabling clients to tailor both reporting formats and the information presented to their specific, dynamically changing needs. As a result, TheMIGroup sought a solution that would:

- Provide client companies and relocating employees access to information regarding their relocations on a 24/7 basis;
- Change current reports so they become easier to view;
- Provide additional reporting functionality including improved navigation, report data selection, on-line viewing experience, and data analysis;

CASE STUDY

Illumiti is a Systems Integration and Management Consulting company. We enable customers to realize their vision by leveraging SAP technology, people, and leading business practices. Since its founding, Illumiti has developed a reputation for delivering successful customer projects faster, smarter and leaner.

Quick Facts

- Illumiti is an SAP® gold channel partner
- Awarded the SAP® Business All-in-One Partner of the Year, Canada – 3 years running
- Over 300 SAP Consultants with an average of 10+ years of experience
- Serve 175 customers across many industry sectors
- Completed over 80 SAP implementations since 2000

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SAP Gold Partner

- Utilize a more intuitive and appealing user interface, enabling clients to benefit from the added functionality while requiring minimal or no training;

- Enable customization based upon each client's specific needs; and

- Ensure data is accurate, secure and fully up-to-date.

The Solution
The Illumiti-implemented solution includes the following components:

- Custom tables created in SAP® CRM to support standard reporting and client-specific customizations.

- A new ReloWeb® portal GUI, redesigned by a specialist web design firm within the constraints of SAP®'s Enterprise Portal product.

- An implementation of SAP® Business Objects InfoView to present the Standard Reports—integrated into the Portal and providing drill-down functionality based upon the user's context and authorization level.

A Report Builder function, integrated with Crystal Reports and SAP® Portal, enabling end users to customize standard reports to their needs by adding and/or removing data fields.

- Ability to save custom reports for future use and to export them into MS Excel.

- A set of secure, integrated dashboards, accessible by end users from the ReloWeb® portal, providing analytical data from TheMIGroup's SAP® CRM and BW implementations.

- The dashboards include My Planner—showing critical dates related to an individual's relocation;

- My Payment Tracker—providing the status and details of various expenses; and Detail Service Status—providing details related to a particular service.

- Integration with SAP® CRM for real time initiation of relocations and exception management.

Technology
- SAP® R/3, Enterprise Portal , Crystal Dashboard Design (formerly Xcelsius),

- CRM, BW, Business Objects InfoView & Web Services; MS SQL Server, ASP.NET.

Benefits
Through this project TheMIGroup delivers an outstanding customer experience level:

- The MIGroup's ReloWeb® portal is more intuitive, easy to use and available 24/7.

- Standard Reports are presented on-line in 8½x11 format, making them easy to interpret and identical when printed.

- End users have access to more information.

- Business process are streamlined through enhanced on-line functionality.

- Analytics are delivered via SAP® Crystal dashboards, providing decision-support information in a visually appealing way.

- Report Builder increases client satisfaction while reducing the amount of time spent on customizing reports for clients.