

ITWorx Custom-Develops UTC General Procurement Applications and Data Warehouse



Country:

United States

Industry:

Industrial and Manufacturing

Customer:

United Technologies
Corporation (UTC)

Executive Summary

In an attempt to save cost, consolidate supplier data, and increase the visibility of various divisional and departmental operations, UTC turned to ITWorx to design and implement an enterprise data warehouse to analyze and report on multi-terabytes of procurement data. ITWorx used its expertise in Microsoft and Business Objects technologies to custom-develop a set of procurement applications and tools that consolidate, clean, and aggregate supplier data across various company divisions as well as streamline supplier-related processes; enabling activity monitoring and overall supplier visibility.

The Customer

United Technologies Corporation (UTC) is one of the world's leading high-tech companies with a long history of pioneering innovation in aerospace, aviation, helicopter design, climate control, elevator design and hydrogen fuel cells. UTC is composed of a number of major business units - Pratt & Whitney aircraft engines, Carrier heating and air-conditioning systems, Otis elevators and escalators, Hamilton Sundstrand aerospace and industrial systems, Sikorsky Helicopters, UTC Power, and UTC Fire and Security. UTC employs over 225,600 people, operates in more than 180 different countries and is the 42nd largest U.S. Corporation. In 2007, UTC revenues were in excess of \$54.8billion.

The Challenge

With a large number of subsidiaries, the physical spread of large processes, and the wide spectrum of legacy systems, UTC faced a serious lack of uniformity in general procurement data as well as a lack of visibility over the operation of different divisions and departments. This is an unfortunate consequence of operating in dozens of physical locations using disparate legacy systems and different ways of designating, identifying, and enumerating the suppliers.

UTC turned to ITWorx to help them to consolidate and clean their supplier data, streamline supplier-related processes, and finally to generate multidimensional reports for reporting.

Technologies and Software

- Microsoft SQL Server 2000
- Microsoft DTS
- Business Objects
- Microsoft Data Analysis Services
- Microsoft Visual Basic
- Microsoft Interdev
- Microsoft Access
- ASP

The Solution

ITWorx adopted a three stage methodology in analyzing and developing the data warehouse.

-Supplier-based consolidation: ITWorx designed and deployed a custom-made Web application that assigns supplier records to temporary workers, for visual inspection; and, given the predefined matching criteria, it identifies the records that represent the same logical entity.

- Supplier data warehouse design and implementation: The data warehouse supports automatic monthly feeds of supplier, general procurement, and supplier consolidation information. ITWorx also developed a web-based administration tool, an online supplier modification tool, a corresponding workflow, and a supplier parentage (supplier to corporate relationship) tool.

- Analysis and reporting: ITWorx developed a custom-built reporting tool to best suit UTC reporting requirements. The reporting tool provided OLAP style analytical functionality (drilldown, slicing and dicing, etc) to cater for the analytical reporting needs of the customer at a reasonable cost and transactional speed.

The Benefits

Supplier visibility

By consolidating the previously scattered data of suppliers in a main data warehouse, UTC organized their suppliers inventory and identified activities and records that pertain to a specific supplier.

Intelligent reporting

The multidimensional reports put supplier data into perspective, enabling management to take sound decisions based on powerful analysis and reporting.

Flexible procurement web-based tools

ITWorx has custom-developed a set of web-based applications that enable UTC to easily consolidate and administer their pool of suppliers; providing visibility to once scattered, unorganized information.

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