

## ITWorx Verifies Business Intelligence Potentials and Develops Chubb Spend Visibility Solution



### Country:

United States

### Industry:

Industrial Manufacturing

### Customer:

Chubb is a global provider of security and fire safety products and services. In July 2003, it was acquired by United Technologies Corporation and re-branded as UTC Fire and Security.

### Executive Summary

Chubb needed to consolidate and centralize the spend data of its offices, sites, and locations across the world. In a single repository, they wanted to store and analyze their data to produce actual and meaningful reports that act as corporate drivers for improvement and solid grounds for effective decision making. ITWorx successfully developed Chubb Spend Data Warehouse, a spend visibility solution that automates the loading, mapping, and consolidation of data and provides advanced multidimensional analysis, enabling Chubb to know where their money goes and thus opening the doors for outshining competition.

### The Customer

Founded in 1818, Chubb is a global provider of security and fire safety products and services. Chubb employs 47,000 people in more than 20 countries. In the fire safety industry, Chubb provides system design, integration, installation, and services for fire detection, fixed suppression, and portable systems. In the electronic security industry, Chubb provides system design, integration, installation, and services for intruder alarms, access control systems, closed circuit television systems and video surveillance. Chubb also provides monitoring, response, and security personnel services to complement both the fire safety and electronic security businesses.

In July 2003, Chubb was acquired by United Technologies Corporation and was re-branded as UTC Fire and Security.

### The Challenge

Chubb spend data was scattered among different locations and sites in the geographies it served. Each site had one or more systems to manage its own spend data. Consolidating spend data for each site was a tiresome operation that required substantial manual intervention. Consolidating spend data for all Chubb sites was an extremely difficult mission.

Chubb Supply Management division recognized the potential saving opportunities and enormous ROI that could result from having a spend visibility solution that enables consolidating and centralizing its spend data in a single repository. The data can be stored and analyzed to produce actual and meaningful reports that act as corporate drivers for improvement and decision making.

Chubb needed a technology partner capable of handling projects of massive size; with expertise in spend data management and business intelligence technologies. Chubb chose ITWorx for the project.

## Technologies and Software

- Microsoft Analysis Services (OLAP) 2000
- Microsoft SQL Server 2000
- ASP 1.0
- Office Web Components 2000

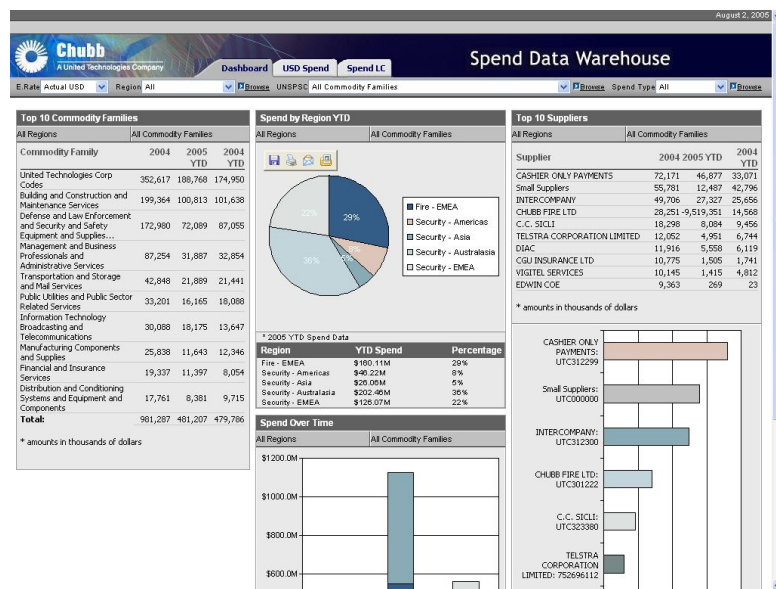
## The Solution

ITWorx team gathered Chubb requirements for the spend data visibility solution to be developed and aligned technical and business objectives. ITWorx developed the Spend Data Warehouse, a solution that automates the loading, mapping, and consolidation of spend data across Chubb dispersed offices, sites, and regions.

The solution collects and aggregates all spend data, suppliers lists, and commodity data from different locations. Based on Microsoft SQL Server and SQL Analysis Manager, the system receives data extracts from a location, validates the data for standard format, and then automatically loads it into a repository where the data can be stored and analyzed.

Using OLAP and data analysis cubes, ITWorx applied the data structures needed to generate analytical reports by geographical location, supplier, time, and commodity. The reports are published and represented on Chubb Web portal in the form of reports, charts, and graphs. The system enables creating an executive dashboard that provides a quick summary of spend breakdown by region, by top suppliers, and top commodity families.

It also provides dynamic drill-down on organization, commodity, supplier, and time hierarchies. Moreover, the solution offers the ability to export data to Excel for further analysis using a built-in Export functionality provided by the reporting tool.



## The Benefits

### Establishing visibility to where the enterprise money goes

Chubb Spend Data Warehouse system boosts Chubb supply chain management process that used to be impeded by dispersed and scattered spend data and poor management. By centralizing and analyzing its spend data, Chubb identified dormant saving opportunities; establishing a tremendous and quantifiable impact on its bottom line, and yielding the whole supply chain an enriched spend visibility and higher rates of ROI and profitability.

### Improving operational efficiency and performance of the supply chain

Enterprise-wide data warehousing achieves spend optimization. With the Spend Data Warehouse solution, Chubb is able to track and monitor the spend data of its locations, suppliers, and commodities. Chubb gained visibility of the performance figures of each of its locations. Chubb detected unsatisfactory figures, and identified root causes to improve a location performance, a pattern that, in turn, improves the performance of the whole organization.

### Gaining unique competitive advantage by proper use of analytical reports

Chubb invested in a thorough business intelligence solution that provides it with a clear vision of its current spend data performance at a glance. Chubb was enabled to monitor its position in the fire and security market at any given point of time by examining its executive dashboard and drilling down on reports and then comparing the results to those of a previous period of time, or to those of its competitors. Proper data analysis guarantees surpassing and outshining competition.

### Global Offices

#### North America

Connecticut, USA  
Tel +1.860.6767.878

#### Middle East & Africa

Cairo, Egypt  
Tel +202.2673.6111

#### Riyadh, KSA

Tel +9661.2886.558

For more information about our premises worldwide please logon to [www.itworx.com](http://www.itworx.com)

[contactus@itworx.com](mailto:contactus@itworx.com)