



Quick and precise project controlling

Transparent IT controlling at comdirect bank using Cubeware Analysis System

With more than 700,000 customers, comdirect bank is Germany's market leader for online investment. The comdirect bank, including its 100 percent advisory services subsidiary, comdirect private finance, is managed from Quickborn by Hamburg. www.comdirect.de has 15 million visitors and 175 million page views per month, making it the most popular finance web site in Germany.

Controlling focused on service

comdirect bank is an online bank. No wonder, that its companywide IT landscape plays such a vital role. The internal IT division with 90 employees is in charge of developing and supporting the IT applications in-house. The team needed a reporting system for project controlling that was capable of quickly and easily producing detailed reports for the project managers and for their "internal customers". The previous reporting solution was based on MS Excel. The performance and degree of detail no longer met up to comdirect bank's perception of service oriented controlling.

Easy generation of data structures and reports

The IT division decided to implement Cubeware Analysis System for IT controlling. The practical handling of the software played an essential role for the decision. The data structures required for OLAP analysis can autonomously be established nearly completely with Cubeware Importer. Users can create reports and design analysis themselves using the Web Cockpit.

Timely project management and realistic project planning

Reporting via Cubeware Web Cockpit

The new reporting system supports a comprehensive and detailed IT controlling system. It supplies reports for project cost controlling and project monitoring which is more focused on content. The data comes from various Oracle and SAP source systems, which are used, for example, to manage the dedicated time and project documentation supplied by the IT employees.

Cubeware Importer transfers the heterogeneous operative data to the MIS Alea OLAP database and assembles the data structures required for multidimensional analysis. The reports are distributed to the users with Cubeware Web Cockpit. They can generate reports and do ad hoc analysis themselves based on the very granular permission management.

The solution

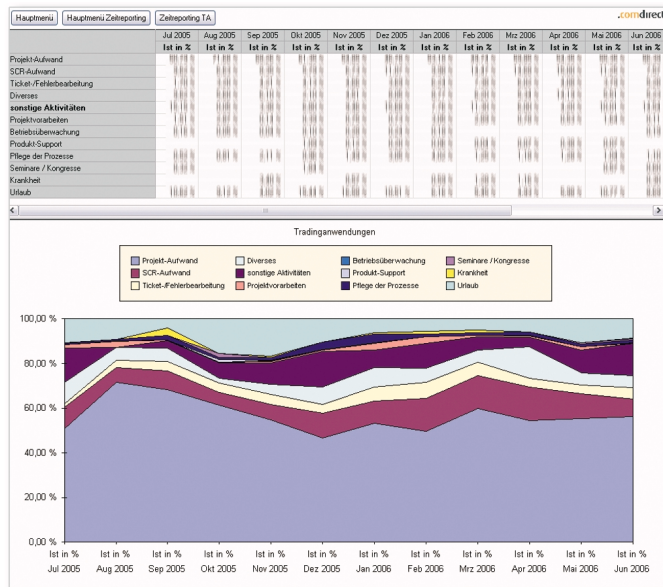
Using the Cubeware analysis system, the comdirect bank AG was able to implement an IT controlling solution within only a few days. The platform for planning, analysis and reporting provides reliable benchmarks for developing the bank's internal applications. The project managers and management team use the information to make precise evaluations of the efficiency and quality of application development and to optimize it.

Cubeware's Contribution

- Coaching
- Design
- Implementation

Technology

- Multiple source systems
- MIS Alea
- Cubeware Importer
- Cubeware Team Server
- Cubeware Web Cockpit



Evaluating IT projects by different criteria



"With the help of Cubeware Analysis System, we can generate our monthly report within an hour once we have received all the necessary information. The people in charge of the projects are always up to date about their resources and budgets. This means projects can be tracked in a timely manner and managed systematically."

Peter Wienandt, IT Controlling at comdirect bank AG

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Besides the monthly reports, weekly standard reports are sent to the Project Managers, Department Managers, Team Leaders and the Division Manager. In total 40 users work with the system.

Rapid implementation and stringent security requirements

The system was introduced very quickly: comdirect and Cubeware developed the first two data cubes together during a workshop which lasted only three days. Afterwards, the comdirect experts were able to create the remaining cubes themselves. The very stringent security requirements for comdirect's IT systems posed a special challenge for the implementation. The software quality of the Cubeware Analysis System paid off since it could be integrated with only a minimum of customizing.

Detailed comparisons support project planning

Now the IT division is in the position to break down its various projects for enhancing the web site or optimizing call center applications by internal and external costs, time expenditure, personnel resources, materials and quality aspects.

Project planning is supported by precise monthly statistics and comparisons that can be used to evaluate similar projects in advance. The accurate forecast, which gives insight to the state of current development before the end of the quarter, helps fine tune project monitoring by delivering early warning information.

Monthly reporting within only two days

Every day the IT controlling system generates benchmarks based on the information from the previous day. This information is compiled into the weekly standard reports. The monthly reporting is available within two working days of the closing date. Overall, the time required to create the monthly and weekly reports was reduced from three days to one hour.