Data Access Enhances Global Supply Chain

Cisco® Data Virtualization gives Flextronics and its supply chain partners data quality and speed to empower real-time decision making.

EXECUTIVE SUMMARY
FLEXTRONICS • Manufacturing • **Milpitas**, California USA • 200,000 Employees
BUSINESS CHALLENGE • Give internal and external users access to real-time information from a variety of source systems
SOFTWARE SOLUTION • Cisco Data Virtualization Suite
BUSINESS RESULTS • Provided quick access to new data sources and new data elements • Became a data provisioning platform for mobile applications • Enhanced customer service • Improved supply chain decision making

Business Challenge

As a leading supply chain solutions company that delivers design, engineering, manufacturing and logistics services to a range of industries and end-markets, Flextronics conducts business with multiple vendors across facilities on a global scale. To empower this innovative environment, the company's IT landscape is complex with a variety of on premise systems and system types located in 40 distribution centers, 200 manufacturing centers and 20 design centers, spanning almost 300,000 users.

The company also operates multiple software-as-a-service, cloud based environments such as Work Day for human resources for its 200,000 employees globally, Windows Azure for its quality systems and SalesForce for its business development group. Simply put, a lot of data is moving around from internal systems on premise, to the cloud and back again in order to feed the appetite for data by internal and external users. Many of these users needed quick access to real-time information from various sources to make supply chain management decisions regarding trends, inventory, yields and shipments for example. Providing users with access to the real-time data they needed, when they needed it was Flextronics major challenge.

More specifically:

- Fast data access to all source systems
- Data to be real-time when required
- Quick data modelling to achieve specific user metrics
- Data made available for self-service

Software Solution

Data provisioning, providing users with access to data and technology resources, through the method of data virtualization is the solution Flextronics chose to meet this challenge. The company needed a solution that complimented both an enterprise data warehouse (EDW) environment, the system traditionally used as a central repository for reporting and data analysis, as well as an Extract, Transform and Load (ETL) process, the computing process that generally accompanies an EDW environment. With Cisco Information Server (CIS), the foundation of the Cisco Data Virtualization Suite, Flextronics was able to access data from all source systems, federate disparate data and deliver the results in logical business views to both internal and external users. Data virtualization acted as a gateway between the user and source systems instead of users having to go direct to each system individually. In addition, it gave users a self-service option to run their own queries to find exactly the data needed as it related to their company, role and project.

Results

The ability to provision data, whether from a cloud or traditional source, gave Flextronics the opportunity to quickly push that real-time insight into the hands of its employees and supply chain partners around the globe. Before data virtualization, connecting the data of new production and distribution partners or sites took days. This can now be done in a matter of minutes. Order status and production analytics are now provisioned four times faster with a

> “CIS is the new kid on the block, giving us visibility to data sources which were previously not easily accessible, saved months of project time.”
>
> **— Project Manager, Flextronics**

10% increase in self-service capabilities for customers.

Traditionally, manufacturing floor managers had to leave the floor to log into a desktop computer in order to view reports and trends to make decisions their roles required. Now, through data virtualization, all of those data sources are available with an analytics dashboard on mobile devices and tablets providing quick decision making and productivity across the supply chain. Real-time details about trends, inventory, yields and shipments became available at users’ fingertips.

Benefits to Business – Process Improvement

- Provided quick access to new data sources and new data elements
- Acted as a data provisioning platform for mobile applications
- Speed of connectivity to source systems during deployment <10 minutes
- Enhanced customer service
- Improved decision making

Benefits to IT – Cost Reduction

- Dynamic virtual data models reduced data provisioning cycle time by 75%
- Reduced IT development costs
- Reduced the number of one off data marts, access layer of the EDW environment used to get data out to the users

Benefits to the Organization – Compliance

- Data virtualization acted as a gateway to the user and source systems
- Prevented users from accessing data from source systems directly
- Reduced costs of data compliance by 80% due to virtual data delivery processes

For More Information

To find out more about Cisco Data Virtualization, visit

http://www.cisco.com/web/services/enterprise-it-services/data-virtualization/index.html

Solutions List

- Cisco Data Virtualization Suite

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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