

# Case Study



## CUSTOMER

Praxis, South Africa

## TITLE

Train the trainer basic to advanced

## CUSTOMER SPEAK

*"It is difficult to imagine what we would have done, without the professional training imparted by GrayMatter to our team and our esteemed clientele in the market. The level of detail covered in understanding the Pentaho tool stack, DWH principles and BI in general is value for money twice over!"*

**Praxis IT Head**

### **About the Customer:**

Praxis is a software and IT services company that takes IT strategy into thoroughly practical implementation in the Africa region. Over the last decade and a half they have designed and implemented superior IT based solutions for their customers. These range from the building blocks of secure and reliable networks through to enterprise wide business systems development and implementation. Praxis does Open Source, Microsoft and Oracle development and implementation. They develop MySQL, SQL Server and Oracle databases and programmes in C#, Java, PHP, .Net and Visual Basic. They also develop business intelligence systems using SQL Server BI tools, Oracle datawarehouses and open source products.

### **Key Challenges:**

Being a Pentaho partner themselves, it was important for Praxis to gain thorough knowledge and insights into the Pentaho product stack and inherent tool and solution traits of the product.

- Identifying the right training partner with in-depth understanding of the Pentaho tool stack as well as BI and DWH in general
- Simultaneously acquired clients in the market who needed similar training
- Clubbing key requirements of clients and self and developing a training course tailor-made for 3 varying audiences

### **GrayMatter's Solution:**

After having been chosen by the customer to impart the complex training program for a group which included different set of audiences, GrayMatter provided the following solution:

- Conducted a review call with Praxis and one of its client to better understand exact requirements
- Created a customized training schedule for a 7 day period
- Conducted a boot camp for complete understanding of the Pentaho BI suite
- Complemented the boot camp with a custom made related BI overview program
- Concepts related to DWH , ETL and Dashboards were customized and delivered

### **Results:**

- Praxis today has a strong team with Pentaho expertise ready to deploy the solution in their market
- Praxis client in Uganda have selected Pentaho Enterprise BI suite as the tool of choice for developing their BI requirements
- Praxis has become one of the leading BI services vendor in the South African market

**Why GrayMatter:**

GrayMatter has a BI implementation track record of 100+ projects across USA, EMEA & APAC across multiple industries. Some of the key factors in favor of GrayMatter were as follows:

- Largest qualified and experienced pool (100+) of Pentaho and BI resources globally
- Largest global Certified Distributor, System Integrator, Training Partner and Certified Solution Provider for Pentaho and the only one in APAC.
- Over 75 successful Training program's on Pentaho, DWH and BI in general conducted across the Globe
- GrayMatter acts like an extended BI arm of clients across multiple IT functions providing continued support for successful and scalable BI and analytics solutions.
- Our Professional Customer Support team provides a wide-variety of support solutions designed to fit our customer's needs
- Our support extends to seamless updates/version upgrades and overall migration process whenever required
- GrayMatter brings to the table several standard analytics practice to Client gained from several worldwide implementations

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