Case Study

CUSTOMER
Opera Solutions, USA and India

TITLE
Building a global Pentaho competency centre

About the Customer:
Founded in 2004 with 10 people and a notion that the world's flow of computable information — just then starting to intensify — was going to be the oil of the 21st century, Opera Solutions is now a global leader in Big Data science and predictive analytics. They are committed to using science and technology to turn the raw material of Big Data into higher productivity, healthier bottom lines, and superior competitive advantage. The Signal Hubs, Signal Products, and Scientific & Professional Services they offer to core industry sectors, including financial services, healthcare, and government, do just that. They drive real and measureable improvement for customers because they focus on the business leverage points in which machine learning science can make the highest impact.

Key Challenges:
The expertise at Opera Solutions was heavily on other BI tools in the market and hence faced a few challenges in understanding of concepts in a new tool with a different structure.
- Getting trained adequately in a short time frame
- Mapping existing skills and developing a training program requisite to the group identified
- Building tool component experts within the team to adequately equip Opera team for global implementations

GrayMatter's Solution:
GrayMatter was selected as a preferred training vendor based on market recommendations and the solution provided was as follows:
- Based on a complete review of the requirements the training content was customized for Opera Solutions
- The schedule of the training was divided in a manner to ensure right people were trained for the right purpose.
- The training schedule incorporated specific portions on BI principles to align with tools and components, so that understanding of tool set and what it can do, including work around was comprehensive.
- The training period and structure was planned to complete the certification within 5 days

Results:
- A fully equipped team of Pentaho experts ready to be deployed to projects
- Based on the training executed and confidence instilled in the Opera team, GrayMatter was given a consulting assignment wherein some complex workarounds had to be achieved on Pentaho
- Opera Solutions are partnering with GrayMatter on strategic areas to assist their customers in BI and analytics services.

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:

- Platinum partner of Pentaho Corporation USA globally.
- 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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