

database

TRENDS AND APPLICATIONS

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Kore Technologies Launches UniVerse-to-SQL Data Warehouse for Activant's Eclipse Rumsey uses Kourier Integrator to implement data warehouse for real-time reporting.

Rumsey Electric is a wholesale electric distributor serving industrial, construction and utility customers in the Philadelphia tri-state area. With a rich heritage dating back to 1895, the company is firmly focused on the present, recognizing that in today's economy, it is critical to have real-time information in order to optimize opportunities and compete effectively.

The Challenge

Rumsey uses Activant's Eclipse for capturing and maintaining all aspects of customer accounts including: order entry, related sales details, and delivery information. The Eclipse system is built on Rocket Software's UniVerse database. Rumsey remains pleased with Eclipse as its ERP system, but wanted access to the raw data to create its own custom reports. "We were looking to extract data from UniVerse and create a SQL Server data warehouse with real-time data updates," says Matt Prior, manager of information technology at Rumsey Electric. "We wanted to be able to get a real-time view of what our sales are and compare them to budget, as well as do price analysis, and provide sales representatives with more detailed information about their accounts such as customer purchase history reports," notes Prior. "One of those reports could take an entire day to get ready for a salesperson."

The Solution

Rumsey began working with Kore Technologies in September 2009 on the creation of a Microsoft SQL Server 2008 data warehouse. "It was created almost right away using Kore's Kourier Integrator and SQL Accelerator," says Prior. "Within a week we had our data loaded in the SQL database."

Kourier Integrator for U2 is an enterprise integration suite that provides extract,

transform and load (ETL) and enterprise application integration (EAI) capabilities for connecting U2 applications to SQL Server and other applications. Kourier Integrator automatically extracts and normalizes data from a U2 database and SQL Accelerator loads it into a SQL Server database using system-generated SSIS packages which are efficient and error-free. Kore's Net Change technology quietly tracks the changes to Rumsey's Eclipse database, enabling almost instantaneous updates to the data warehouse. "When it is time to refresh the data, it only moves the changes. That is really what sets Kore apart," notes Prior. "We

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were trying to get, at the very least, daily updates on data in a SQL data warehouse. Kore has been able to do much better than that." Rumsey schedules updates to its data every 15 minutes during the day and every hour at night, however data can be refreshed more frequently, he points out. "The longest Net Change export we have takes 12 seconds to run."

To expedite the creation of their 120GB data warehouse, Kore provided its Operational Data Store (ODS) for Eclipse, which includes data extraction templates for key Eclipse files such as Ledger, Accounts Receivable, Product, and others. "That was a huge help. It put us ahead of the game by at least 6 months. Kore knew the Eclipse file structure, and they had exports already defined that we used. Right off the bat, we had 18 exports from different files within Eclipse," says Prior. The Ledger file, for example, is critical to the formation of an Eclipse data warehouse because it contains all transactional data within Eclipse. Kourier Integrator provides the flexibility to extract

this complex data and load it into normalized SQL tables within the data warehouse.

The Outcome

Rumsey is now using Microsoft SharePoint and Excel to present actionable data to executives. For example, now managers are able to carve their annual budgets into months or weeks and review sales by time period and salesperson, and receive alerts upon reaching certain thresholds. Additionally, salespeople are now also able to see sales by internal sales writer to judge their performance as well. "We have never been able to do that in the 10 years we have had Eclipse," says Prior. "Before, it was a very labor-intensive process to extract and correlate data using multiple Eclipse reports, and by then it was dead data ... old data. With Kourier Integrator, we keep data alive in real-time and it's more relevant."

System administration and data exports are routinely handled by an employee with little database knowledge, who transitioned from an IT help desk role after only a week of training and phone support. "Kore has worked with other Eclipse customers before. They understood what data we were trying to get," Prior says. "With Kore's technology, the cost of ownership is very low, compared to what you get out of it, and compared to other products on the market." ■

CONTACT INFORMATION

kore
Technologies

9340 Hazard Way, Suite D
San Diego, CA 92123

866-763-5673

www.koretech.com

info@koretech.com