



Offering: Business Intelligence, Analytics and Digital Solutions

CONTACT US

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Robert Dobson
Managing Director



Our Mission



Empower Organisations to Successfully implement solutions that Evolve them into powerful Insights Driven Organisations

We are an Innovative, Niche and Specialised business that enables our Clients to meet their Digital, Business Intelligence and Analytics needs

We have the expertise and experience in implementing a sustainable solutions. We are committed to a long-term partnerships that are mutually beneficial, which will propel our Clients into the digital era and empower them to drive business success.



Trust us with your Data



The Future of Data

We understand our clients commitment to delivering on their Digital, BI and Analytics vision which will have a significant contribution to business efficiency and will underpin and enable many other initiatives.

Most clients are at a point where the business needs to move away from manual time consuming reporting methods, which result in reactive decisions. A more sustainable future vision for analysing and reporting of their very strategic asset, their Data, is needed. This will result in timeous reporting for more proactive decision making and being able to derive valuable insights from their Data, driving them forward in the digital age to becoming an Insights Driven Organisation.



Why Us



We have an astute understanding of the **Frameworks** required to gain value from an Organisations Data.

We have **Key Knowledge** and **Principles** to **Empower Organisations** to Successfully implement solutions that Evolve them into powerful **Insights Driven Organisations**.

We Assist and Advise Organisations on How to Transform their Data into Insights by implementing **Best practice Methodologies** and Platforms.

We are a Trusted Advisor to clients regarding implementations using **Agile**. We have applied our skills using multiple **Cutting Edge Technologies** across various verticals.





Service Offering



We have Key Knowledge and principles to Empower Organisations to Successfully implement solutions that Evolve them into powerful Insights Driven Organisations.

Our Experts has over 26 years' experience in:



Information Management



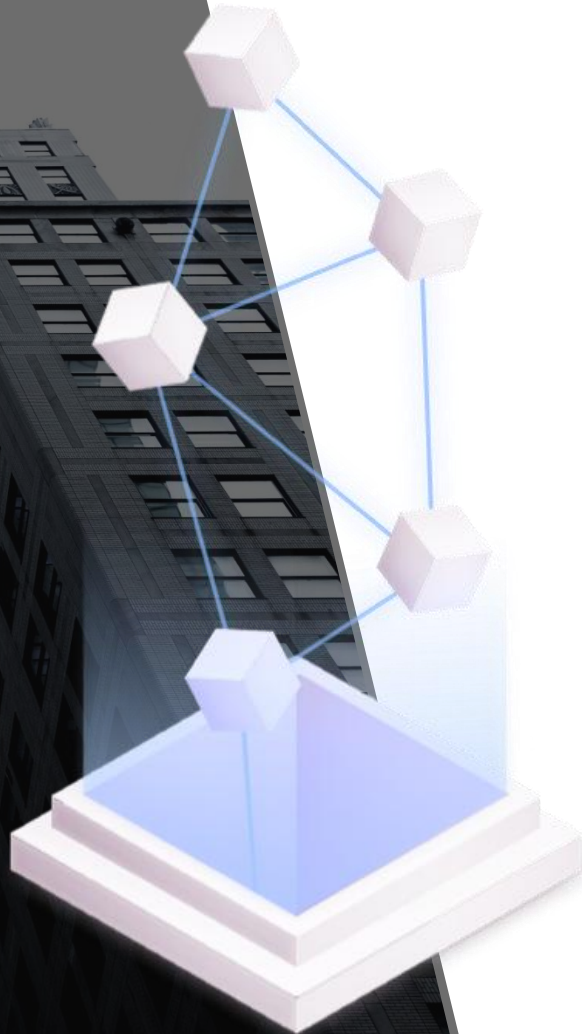
Analytics



Digitalisation



Bespoke Solutions





INFORMATION MANAGEMENT



Data Management and Architecture

Strategy, Architecture, Governance, Meta Data, Master Data, Reference Data, Lineage, Lifecycle, Quality, Security, Regulatory & Legislative

Data Platforms and Services

Cloud, Big Data, Data Lake, Data Warehouse, Business Intelligence, Exchanges, Self Service, Acquisition, Integration, Virtualisation, Visualisation, Obfuscation, Monitoring & Auditing



ANALYTICS



Performance Management

Key Performance Indicators, Data Modelling, Analysis, Profiling, Discover, Dashboarding & Reporting

Advanced Analytics

Text & Natural Language Processing, Descriptive, Predictive, Machine Learning, Cognitive Analytics, Advanced Visualisations & Data Science



DIGITALISATION



Digital Transformation

Design Thinking, Ideation, Guiding Principles, Customer Experience, Engagement Vision, Digital Operating Model, Digital IT Strategy and Architecture, Design, Development and Deployment, Version, Support & Cloud



BESPOKE SOLUTIONS



Custom Agile Solution Development

Agile Sprints, Design Thinking, Ideation, Enterprise Architecture, Solution Architecture, Design, Develop, Deployment, Support, Cloud, Software as a Service, Platform as a Setrvice, Infrastructure as a Service, Mobile Apps, Websites, E-Commerce & Online Store



Industries



Our Experts have been involved in implementing Digital, Business Intelligence and Analytics solutions across multiple industries including Public Utilities, Energy and Resources, Financial Services, Telecoms, Retail, Mining, IT and Consulting.

Some companies in these industries are as follows:

- Public Utilities – Eskom
- Energy and Resources - Sasol & Electricidade de Mocambique
- Financial Services - South African Reserve Bank, FNB & Barclays
- Telecoms - Telkom; MTN
- Mining – Exxaro
- Retail – AutoX
- IT and Consulting - Deloitte, Futuresense & EOH





Solutions



Our Experts have been involved in implementing Digital and Analytics Solutions across multiple Technologies.

Some of these Technologies and platforms are as follows:





Choosing a Technology Platform



Figure 1: Magic Quadrant for Analytics and Business Intelligence Platforms



© Gartner, Inc

Gartner

It is important to choose the best fit technology platform that will support your future vision with a strong vision and ability to execute. Finding the best cutting edge leaders to support your data analytics initiative. This is key in achieving your long-term goals and the sustainability and future proofing of the solution.



Requirements Assessment



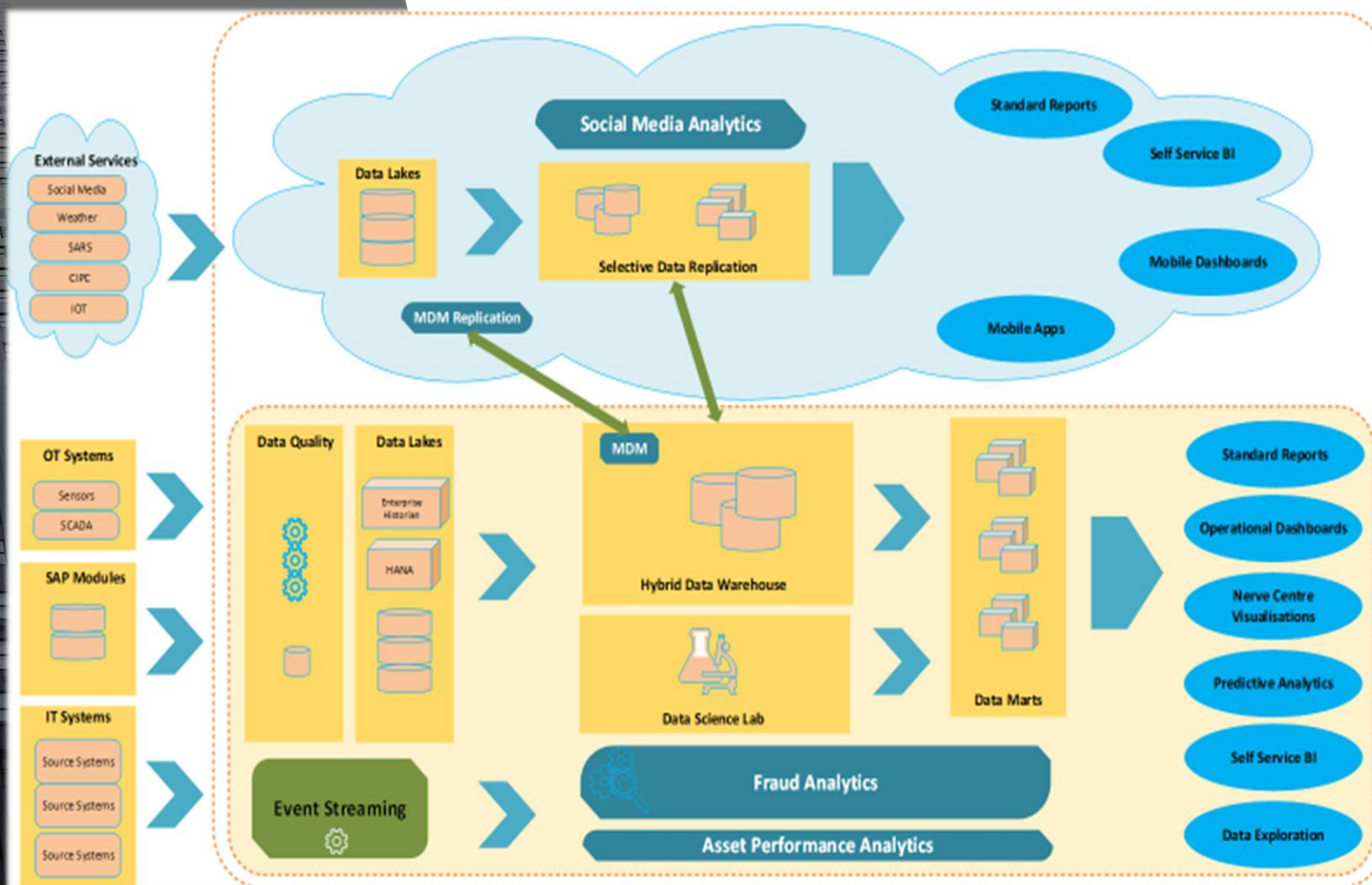
Reporting Requirements	Information Model	Source 1	Source 2	Source 3	Source 4	Etc....
Human Resources	1 KPI Data Element 1	✓	✓			
	2 KPI Data Element 2		✓			
Information Technology	3 KPI Data Element 3		✓			
	4 KPI Data Element 4				✓	
Finance	5 KPI Data Element 5			✓		
	6 KPI Data Element 6					
Sales	7 KPI Data Element 7		✓			
	8 KPI Data Element 8	✓				
Supply Chain	9 KPI Data Element 9		✓			
	10 KPI Data Element 10		✓			
Etc...	12 KPI Data Element 11				✓	
	13 Etc.....					✓

The key objective of an assessment is to Understand the Reporting Requirements (Including KPI's) and to Identify Data integration and acquisition requirements.

The High Level Architecture will then be documented to support the implementation of the solution. This will cover the Architectural principles and structures required to implement the Data Acquisition Layer, Data Lake, Data Warehouse and Information Delivery Layer.



Architecture Design



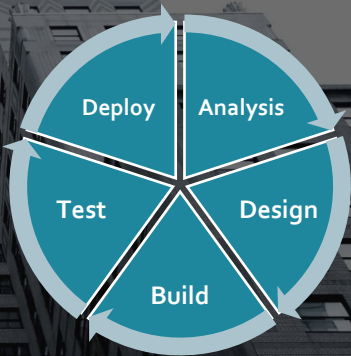
IT/OT landscape of systems, analytics and reporting requirements will have to be assessed. The required data acquisition processes and data modelling needs will need to be analysed to determine the best fit architectural design. On Premiss, Cloud or a Hybrid needs to be determined.



Agile Methodology for Analytics



Delivery Sprint Cycles

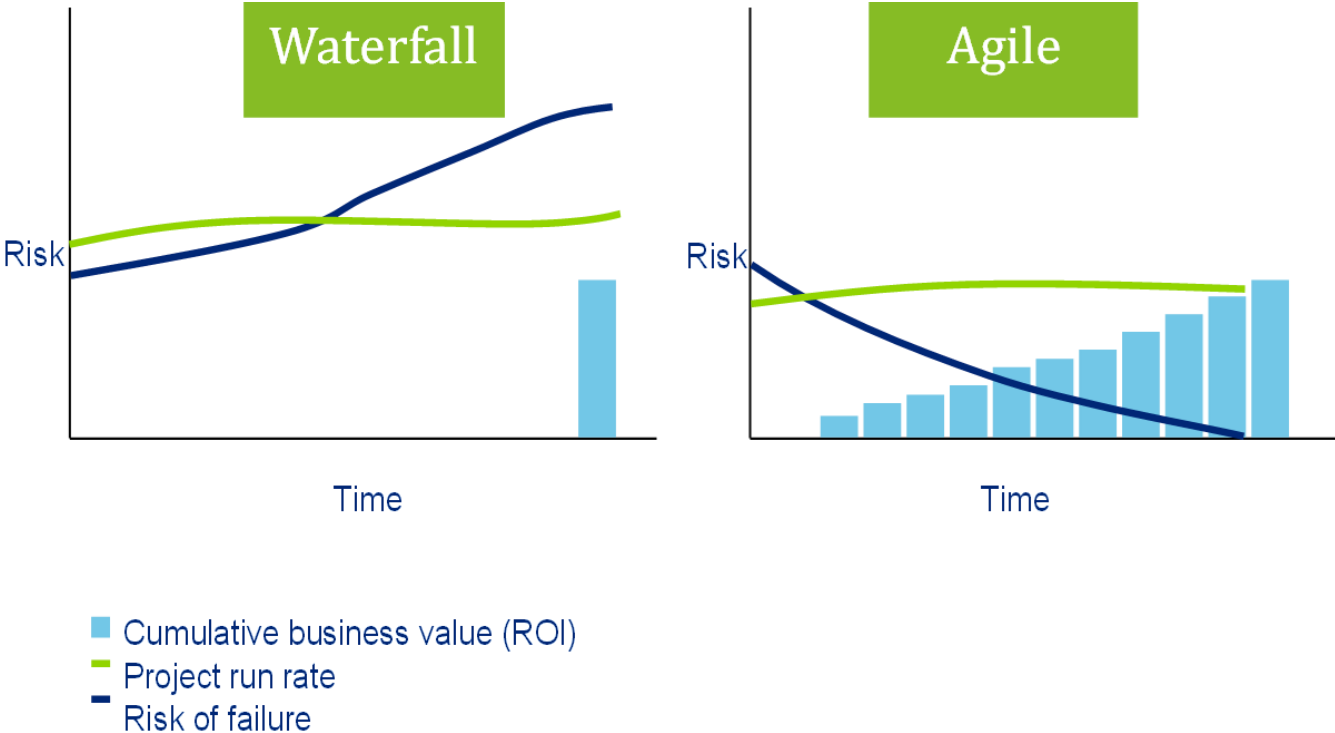


Each sprint cycle will consist of three to four weeks.

Each sprint cycle will consist of the following stages:

- Analysis
- Design
- Develop
- Test
- Deploy

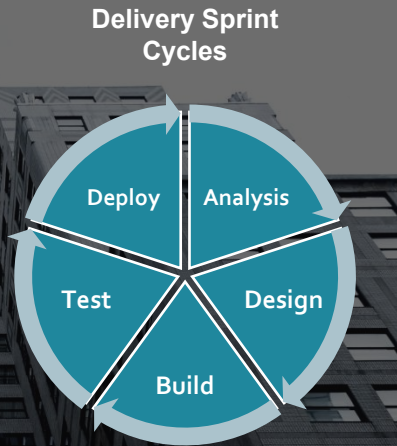
By using an Agile approach the business will realise value within short sprints of delivery. This will provide business a chance to try and test dashboards and reporting early in the programme enabling optimisation of value add through further sprints of the programme.





Agile Methodology for Analytics

Key features of our agile approach to developing data products:



Each sprint cycle will consist of three to four weeks.

Each sprint cycle will consist of the following stages:

- Analysis
- Design
- Develop
- Test
- Deploy

- Includes a value-driven project management framework, which focuses on faster delivery, a collaborative review process, cross-functional teams, continuous quality improvements, and stakeholder communications.
- Adds proven techniques from the world of user centered design such as interface mock-ups and interactive design sessions with longstanding best practices from the disciplines of business intelligence and data warehousing such as dimensional data modelling and automated ETL (extraction transformation and loading) to provide faster and better customer aligned solutions.
- Embraces change in the business environment and technology landscape, with a focus on delivering value to our clients quickly, provides a repeatable framework and sets the stage for greater transparency and visibility to progress.
- Provides an iterative approach to developing products – placing an emphasis on flexibility, customer involvement, and rapid delivery of Minimum Viable Products embracing features which deliver the highest business value.

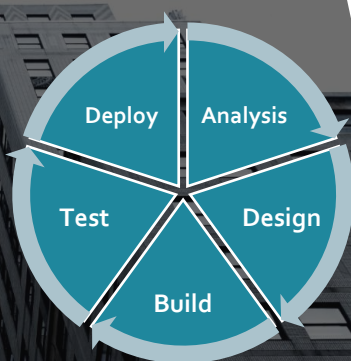
Our experience has been that the agile approach is very relevant for analytics as it allows business to uncover value early in the process, the iterative cycles allows business flexibility to focus on what is important, which boosts user satisfaction, all while delivering within cost and time constraints.



Agile Methodology for Analytics



Delivery Sprint Cycles

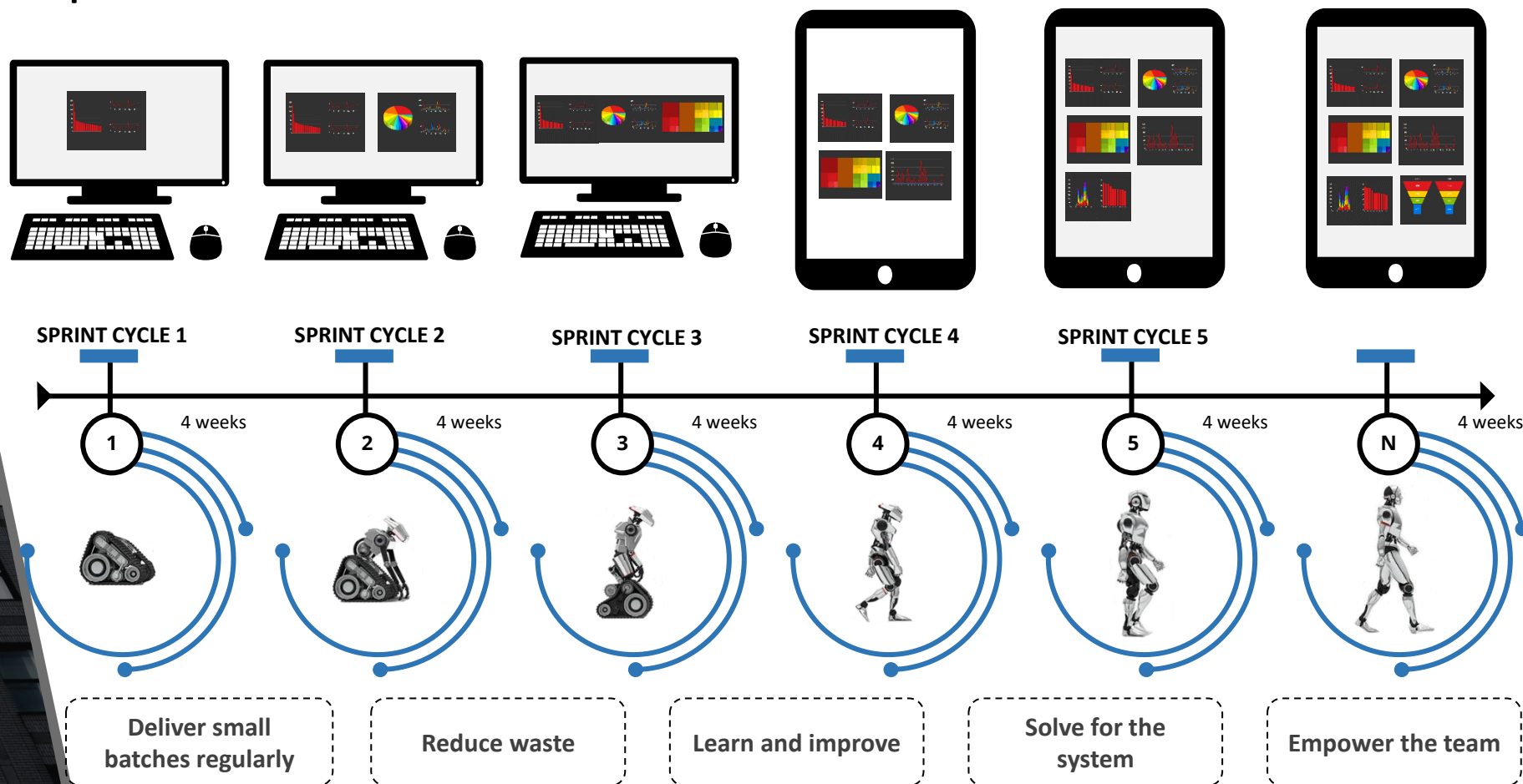


Each sprint cycle will consist of three to four weeks.

Each sprint cycle will consist of the following stages:

- Analysis
- Design
- Develop
- Test
- Deploy

Sprint Execution and Evolution





Typical Implementation Team Roles

Agile Project Managing Team

Product Owner



The Product Owner will be responsible for the business outcome of the initiative assigned to their team.
Customer Manager. & Our Manager

Scrum Master



Scrum master's are required to drive agile discipline, co-ordinate and resolve issues and stumbling blocks for the scrum teams.
Our Scrum Master

Data Architect



Will be responsible for enterprise, data and security architecture decisions. Solution design. Responsible for ensuring solution architecture follows enterprise guidelines for supportability.
Our Data Architect

Agile Project Technical Team

Data Engineers



Data Acquisition design, Data Modelling and the Database Business Logic Layer.
Our Engineers

Back End Developers



Back end developers are responsible for implementing Data Acquisition, Our Back End Developers

Front End Developers



Front end developers are responsible for implementing the GUI, Application Logic, Data Visualisation Tools, Reports, Dashboards and Self Service.
Our Front End Developers

Data Analysts



Analyse business requirements and translate them into system requirements across all solution layers.
Our Analysts

Testers



Testers are responsible for testing the solution end to end, Integration Testing, Front End Testing.
Our Testers

Administrators



Administrators are responsible for operating system and software Installations, Optimisation, Monitoring and Support.
Our Administrators

End User Subject Group

End users



Individuals or teams who will provide customer experience feedback to aid solution adoption and perform User Acceptance Testing.
Customer Users



Data Roles



Typical Data Roles Needed to Drive Business Value and ROI

Data Scientists

Strong Statistics and Mathematical background. Specialists in Machine Learning techniques. Use advanced data mining tools. Responsible for predictive and prescriptive analytics. Good data manipulation & programming skills.

Data Analysts

Transform business questions into queries on existing data. Data users but not programmers. Hold domain knowledge. Familiarized with data analytics techniques but not experts.

Data Platform Admin

Manage the data infrastructure. Responsible for keeping up with SLAs. Establish the implementation of access control policies and security policies. Provide infrastructure and tools maintaining cost efficiency

Business Users

Strong understanding of business processes and KPIs. Considered data consumers and not producers. Some knowledge of SQL, prefer out-of-the-box tools. No deep statistical or machine learning knowledge. Take decisions based on data the consumption.

Data Engineers

Responsible for getting data into the platform. Responsible for publishing core datasets. Mechanism to capture data from different sources. Generally part of the IT department or engineering team. Work closely with data scientist and data analysts. Move statistical models into production.



Our Data and Analytics Lead - Chief Data Officer



ROB DOBSON

Rob is a seasoned leader in data analytics, information management, and digital transformation, with 28 years of experience driving insights and innovation across industries like energy, finance, mining and telecommunications. As Managing Director of Digital Knowledge Pty Ltd and a trusted advisor to our clients, I've spearheaded agile projects that transform complex data into actionable strategies, empowering organizations to thrive in a digital world.

My expertise spans roles like Senior Data Solution Architect, Data Engineer, Data Analyst and Agile Project Manager with proficiency and experience in tools like Oracle BI Stack, Microsoft BI Stack, SAP BI Stack and Big Data Platforms. I excel in designing robust data architectures, automating processes, and delivering analytics solutions that fuel decision-making. My work bridges technical excellence with business impact, from insights driven data platforms to custom dev digital solutions.

A standout achievement was leading the South African Reserve Bank's ERSD B and C Forms project as the Data and Solutions Architect/Engineer (2018–2024), where I architected a complete on-premise data solution complete with Staging Area, Operational Data Store, Data Marts, automated ETL processes, custom Dev Financial Calculation and Aggregation Engine and Dashboards and Reports. This solution slashed data processing times, enabling near real-time insights for inflation indexes and national financial stability, directly shaping macroeconomic policy.

With a passion for turning data into competitive advantage, I've led transformative projects at Deloitte, Barclays, Eskom and Sasol to name a few, applying Agile and Waterfall methodologies to deliver measurable value. Certified in SAFe 4.0 and skilled in stakeholder engagement, I thrive on solving complex challenges and fostering innovation.

Focus Areas:

Insight Driven Organisations, Information Management, Data and Solution Architecture, Big Data, Business Intelligence, Analytics, Digital Transformation



References Eskom



Digital Knowledge (PTY) LTD
142 Old Kent Drive
Midstream Estate
Johannesburg
1692
Attention: Robert Dobson (Managing Director)

Date:
11 July 2023

Enquiries:
Tel +27 83 288 6760

Letter of confirmation: Digital Knowledge (PTY) Ltd

To Whom it May Concern:

I hereby confirm that Digital Knowledge (PTY) LTD with CIPC Reg no. 2017/412791/07 has provided satisfactory and high-quality IT services to our company from 2017 to 2023. The following are the Roles and Services that were provided:

Outputs:

Business Intelligence and Custom Dev Solution called Topline, Design and develop BI reporting requirements. Topline provides consolidated bill details for key customers and large customers, while providing summaries on small consumers. Coupled with SAP consolidated financial revenue, one can compare commercial revenue and financial revenue totals at a summarised view. Topline also provides a platform to capture budgets and forecast at a customer level, making forecasting a bottom-up process. Topline also provides a view of the statistical revenue at a customer level and an aggregated accounting view. Source system is the Distribution Data Warehouse.

Load and Maintain Distribution Data Warehouse - This Data Warehouse is for the Distribution group in Eskom, to be their official source of data, to answer any business-related queries. Source system is the main Billing system.

Business requirements analysis/Solution Design/Solution Architecture/Infrastructure Design/Data Model Design and Develop/ETL Design and Develop/End to End Integration Design and Develop/Custom Development

Roles:

Project Management/Senior Solution Architect/Data Architect/Data Engineer/Business Analyst/BI Developer/Oracle Developer/Essbase Developer

Technologies involved:

Oracle DB, Oracle PL/SQL, Oracle Essbase, Oracle Smart View, Unix, Unix Shell Scripts

Yours sincerely

Willie Olivier
Information System Support Manager
GROUP INFORMATION TECHNOLOGY

GROUP INFORMATION TECHNOLOGY
Application Operations
Megawatt Park
Tel +27 83 288 6760 Fax 086668 3359 www.eskom.co.za

Eskom Holdings SOC Ltd Reg No 2002/015527/30



References iOCO



Proudly EOH



iOCO Enterprise Applications (Pty) Ltd
Pinmill Farm Office Park, 164 Katherine St, 1st Floor, Block E
Sandton, Johannesburg, 2148

10 July 2023

Reference letter for:
Digital Knowledge (PTY) LTD
Attention: Robert Dobson (Managing Director)
CIPC Reg no. 2017/412791/07
Address: 142 Old Kent Drive, Midstream Estate, Johannesburg, 1692

To Whom it May Concern:

I hereby confirm that Digital Knowledge (PTY) LTD with CIPC Reg no. 2017/412791/07 has provided satisfactory and high-quality IT services to our company from 2018 to 2023. The following are the Roles and Services that were provided:

Outputs:

High Priority Tier One Project, Business Intelligence and Custom Dev Turn Key Solution, Design and develop analytics dashboard and reporting requirements for the South African Reserve Bank ERSD department.

Business requirements analysis/Solution Design/Solution Architecture/Infrastructure Design/Data Warehouse Design/Star Schema Data Model Design/ETL Design/End to End Integration

Roles:

Senior Solution Architect/Data Architect/Data Engineer/Business Analyst

Technologies involved:

Microsoft SQL Server, .Net Core, ASP, C#, JAVA Script Oracle DB, Oracle PL/SQL, OBIEE

Sincerely,

Abdool Karodia

Competency Head - 041 - Intellent - Maintenance



References AutoX



12 July 2023

LETTER OF RECOMMENDATION

Reference letter for:
Digital Knowledge (PTY) LTD
Attention: Robert Dobson (Managing Director)
CIPC Reg no. 2017/412791/07
Address: 142 Old Kent Drive, Midstream Estate, Johannesburg, 1692

To Whom it May Concern:

I hereby confirm that Digital Knowledge (PTY) LTD with CIPC Reg no. 2017/412791/07 has provided satisfactory and high quality IT services to our company in 2019. The following are the Roles and Services that were provided:

Outputs:

Digital transformation, Analytics and Information Management Assessment
Source System Analysis
KPA/KPI requirements analysis and definitions
Proposed Architectural Landscape and options for New Analytics Platform

Roles:

Project Manager, Senior Solution Architect, Data Architect, Data Engineer, Data Analyst, Business Analyst, SAP Business Analyst, SAP Systems Analyst

Technologies involved in Assessment:

Azure SQL Server, Azure Analysis Services, Data Factory, SSRS Reports, Power BI, Power Pivot, SAP ECC, SAP BW/4 Hana, SAP Business Objects BI

Sincerely,

Best regards

Carl van der Merwe
IT Manager
carlvdm@auto-x.co.za
AutoX (Pty) Ltd



References SARB

To Whom it may Concern

**DIGITAL
KNOWLEDGE**



Reference with regards to the following project at South African Reserve Bank:

Robert is currently the Senior Solution/Data Architect/Data Engineer, on a high priority tier one project (High Priority Tier One Project, Business Intelligence and Custom Dev Turn Key Solution), in the BI department at the South African Reserve Bank. (Oct 2018 – Sep 2019)

Scope:

Develop business intelligence, analytics, dashboards and reporting requirements for the ERSD department.

Understand Business requirements/Solution Design/Data Modelling/Solution Architecture/Infrastructure Design/End to End Integration

Key Technologies: Microsoft SQL Server, .Net Core, C#, Oracle DB, Oracle PL/SQL, OBIEE

Other Technologies: ORACLE ESSBASE

Robert Dobson has played a key role as **Senior Solution/Data Architect/Data Engineer** in the BI solution implemented at SARB. He has professional attitude and as is highly skilled and competent in the Business Intelligence/Data Modelling/Data Warehousing and Analytics domain. He has shown commitment and dedication to the success of the project. He has strong communication skills and interacts very well with Business Users in understanding their requirements.

I highly recommend Robert Dobson and the role he played in Architecting, Designing and Implementing the BI solution for SARB.

10-Sep-2019

BI Manager

Mr Dayalan Naidoo

Business Intelligence

Business Solutions Technology Division

P O Box 427 Pretoria 0001 South Africa

370 Helen Joseph Street (formerly Church Street) Pretoria 0002

Tel. +27 12 399 6109 Fax +27 12 313 3197 Cell +27 82 803 4377

E-mail: daya.naidoo@resbank.co.za www.resbank.co.za



References Deloitte

**DIGITAL
KNOWLEDGE**

MIKE DU TOIT
CEO – M AND M DU TOIT INVESTMENTS
4 Summerwood estate - +27 (0) 82 5744723
mwdutoit@gmail.com



To whom it may concern

Reference for Robert Dobson Reference

During my tenure at Deloitte Consulting, where I was a Partner leading various Consulting units, I worked with Robert who was a Senior Manager for the Deloitte Analytics and Information Management business units for the period Mar 2014 - Oct 2017, primarily focused on Enterprise Information Management.

Focus Areas:

Insight Driven Organisations, Information Management, IM Architecture, Business Intelligence, Data Warehouse, Big Data, Analytics

Key Technologies used:

Database and Data Modelling:

SAP Bex , SAP BW, SAP BW4HANA, SAP HANA, Oracle DB, ESSBASE, SQL, PL SQL, Stored Procedures, MS SQL Server (SSIS, SSAS, SSRS, SQL, Stored Procedures, Cloudera (Hadoop, HDFS, Impala, Sqoop, Hive, Spark, HUE, Kafka, Flume, R)

Visualisation:

SAP BusinessObjects Business Intelligence suite (Dashboard Designer, Crystal Reports, Web Intelligence, Explorer, Live Office), SAP Analysis for Office and Analysis for OLAP, SAP Lumira, Oracle OBIEE, Zoomdata, SAS Visual Analytics, Microsoft Power BI, Tableau and QlikView

Integration:

SAP SLT, SAS DI, Oracle ODI

Agile Tools:

Jira, VersionOne

Roles:

BI and Analytics Manager, Project Management, Agile Coach, Agile Product Owner, Agile Scrum Master, Project Team Lead, Data Architect, Data Engineer, Data Analyst, Solution Architect, Business Analysis, Systems Analysis, Systems Design, Data Modelling, Systems Development, Architecture Design, BI Analyst, BI Solutions Architect

Robert Dobson has played a key role in his time as a **Senior Manager and lead at Deloitte Analytics and Information Management department**. He has professional attitude and as is highly skilled and competent in the Business Intelligence/Data Modelling/Data Warehousing and Analytics domain. He shows commitment and dedication to the success of projects. He has strong communication skills and interacts very well with Business Users and Executives.

I highly recommend Robert Dobson in the above areas of expertise.

Sincerely,

Mike du Toit



References EOH



2019-09-13



Oracle Services

EOH Oracle Services
(Hereinafter "the Customer")
Company Reg. No: 1998/000103/07

Block E EOH Business Park,
Gillooly's View,
3 Osborne Lane,
Befordview,
2017,
South Africa
Tel: +27 11 607 8200

To whom it may concern

Att: Rob Dobson

RE: Reference Letter

I would like to endorse Rob Dobson as one of our trusted partners that provide professional services to EOH Intelligent.

Rob has been in partnership with EOH Intelligent to design, develop, and test a sustainable Data Ware House using Oracle Database and Oracle OBIEE technologies.

The project high level deliverables are the Solution Architecture, Technical Architecture, DWH, OBIEE reports and dashboards.

Sincerely

Carl Janse van Rensburg

Intelligent – Operations Director

Tel: +27 11 607 8200

Email: Carl.JansevRensburg@Intelligent.co.za





Previous Projects



South African Reserve Bank

High Priority Tier One Analytics and Business Intelligence Project as a Custom Dev Turn Key Solution for the ERSD department.

Scope:

Analyse Business requirements, Complete Solution and Data Architecture, Design and Develop Infrastructure, Integration, ETLs, Data Models, Operational Data Stores, Data Marts (Star Schemas), Custom Calculation Engine, Reporting Cubes, Reports, Dashboards and Self Service Cubes.

Value delivered:

- An agile, robust, high-performance reporting platform that can support the current and future reporting requirements
- The ability to perform analysis on a daily basis
- A combination of self service cubes, reporting, dashboards with strategic, tactical and operational indicators and customised operational reporting across business

Key Technologies:

Microsoft SQL Server, .Net Core, Oracle ODI, Oracle DB, Oracle PL/SQL, OBIEE



Previous Projects



AutoX

Digital transformation, Analytics and Information Management Assessment

Scope:

Analyse Business requirements, Compile KPI Matrix, Design Logical System Architecture, Ideation Sessions Facilitation and Gap Analysis

Value delivered:

- Standardised Reporting Requirements (Including KPI's)
- Identified data integration and acquisition requirements
- High Level Architecture defined to support the implementation of the solution covering the Data Acquisition Layer, Data Lake, Data Warehouse and Information Delivery Layer



Previous Projects



Electricidade de Mocambique

Cloud analytics data platform solution

Scope:

Develop multiple analytics, dashboard and reporting requirements across the power utility divisions, Transmission, Generation, Distribution, HR, Finance and Projects.

Value delivered:

- An agile, robust, high-performance reporting platform that can support the current and future reporting requirements
- The ability to perform analysis on a daily basis and real-time
- A combination of self service cubes, reporting, dashboards with strategic, tactical and operational indicators and customised operational reporting across business
- Master data and Meta data discrepancies are no longer a challenge that hinder standardisation

Key Technologies:

Microsoft Azure, SSIS, Microsoft SQL Server, SSAS, SSRS, Power BI, SSRS Mobile Reports, Visual Studio Enterprise, Jira



Previous Projects



Exxaro

Digital transformation, Analytics and Information Management Assessment

Scope:

Analyse Business requirements, Compile KPI Matrix, Design Logical System Architecture, Ideation Sessions Facilitation and Gap Analysis

Value delivered:

- Standardised Reporting Requirements (Including KPI's)
- Identified data integration and acquisition requirements
- High Level Architecture defined to support the implementation of the solution covering the Data Acquisition Layer, Data Lake, Data Warehouse and Information Delivery Layer



Previous Projects



Sasol

Business Intelligence and Analytics Platform

Scope:

Develop multiple analytics, dashboard and reporting requirements across Finance, Marketing and Sales, Supply Chain, Operations and SHE. Completed the build phase and implementation.

Value delivered:

- An agile, robust, high-performance reporting platform that can support the current and future reporting requirements
- The ability to perform analysis on a daily basis and real-time
- A combination of self service cubes, reporting, dashboards with strategic, tactical and operational indicators and customised operational reporting across business
- Master data and Meta data discrepancies are no longer a challenge that hinder standardisation

Key Technologies:

SAP Business Objects, SAP HANA, SAP BW on HANA



Previous Projects



Barclays

Digital Bank Big Data Hub implementation

Scope:

Develop multiple analytics, dashboard and reporting requirements across banking business and regulatory reporting. Completed the build phase and implementation.

Value delivered:

- An agile, robust, high-performance reporting platform that can support the current and future reporting requirements
- The ability to perform analysis on a daily basis and real-time
- A combination of self service cubes, reporting, dashboards with strategic, tactical and operational indicators and customised operational reporting across business
- Master data and Meta data discrepancies are no longer a challenge that hinder standardisation

Key Technologies:

Cloudera (Hadoop, HDFS, Impala, Sqoop, Hive, Spark, HUE, Kafka, Flume, R), Zoomdata, VersionOne



Previous Projects



Eskom

Single View of Customer Analytics Assessment

Scope:

Analyse Business requirements, Compile KPI Matrix, Design Logical System Architecture, Ideation Sessions Facilitation and Gap Analysis

Value delivered:

- Design single view of customer single data repository that integrates customer data from various data sources, internal and external. The rationale is that by merging multiple sources of data one gets a more holistic view of one's customers profile thus being able to predict behaviour patterns and in some cases invoke certain behaviour.
- Once the Single Data Platform is created a single version of the truth can be established to support various business use cases like Revenue and Demand, Campaign Management, Debt Analytics, Tariff Design, Customer Segmentation and Customer engagement optimisation.



Previous Projects



Eskom

Data Warehouse for the Distribution Business. DDW

Scope:

Consolidate data from CC&B for the purposes of creating a Statistical and Financial view of Eskom's revenue in a snapshot view. Statistical Revenue is the view where adjustments on bills are effected on the system in the relevant consumption bill month. Financial Revenue view is the adjustment is applied in the month when the adjustment was passed.

Value delivered:

- The ability to perform analysis
- A combination of self service cubes
- Master data and Meta data standardisation
- Data Warehouse as a single source of truth

Key Technologies:

OracleDB, PL/SQL



Previous Projects



Eskom

Multidimensional self service cube with key business measures and calculations. Topline Essbase

Scope:

Provides consolidated bill details for key customers and large customers, while providing summaries on small consumers. Coupled with SAP consolidated financial revenue, one is able to compare commercial revenue and financial revenue totals at a summarised view. Provide a platform to capture budgets and forecast at a customer level, making forecasting a bottom-up process. Provide a view of the statistical revenue at a customer level and an aggregated accounting view.

Value delivered:

- The ability to perform analysis
- A combination of self service cubes
- Master data and Meta data standardisation
- Budget and forecast capability

Key Technologies:

Essbase



Previous Projects



Eskom

Eskom Finance Results Management Office Dashboards for the Eskom CFO

Scope:

Develop multiple analytics, dashboard and reporting requirements across Eskom business for the Eskom Finance Results Management Office. Completed the build phase and implementation.

Value delivered:

- An agile, robust, high-performance reporting platform that can support the current and future reporting requirements
- The ability to perform analysis
- A combination of self service cubes, reporting, dashboards with strategic, tactical and operational indicators and customised operational reporting across business

Key Technologies:

Essbase, Oracle, PL SQL, SAS DI, SAS VA, K2, SQL Server, Jira



Rob Dobson

Managing Director

**DIGITAL
KNOWLEDGE**



Digital, BI and Analytics Solutions

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THANK YOU