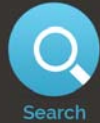INNOVENT SOLUTIONS

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300 Spectrum Center Drive
Suite 400, Irvine, CA 92618

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CLIENT PROFILE

Name:

GlaxoSmithKline (GSK)

Description:

GSK is a research-based pharmaceutical company that employees over 100,000 people in 116 countries. GSK produces medicines that treat six major disease areas — asthma, virus control, infections, mental health, diabetes and digestive conditions. In addition, GSK is a leader in the important area of vaccines and is developing new treatments for cancer.

Industry:

Healthcare—Major Drug Manufacturer

Need:

Seamless export of data into Microsoft Word format

Results:

Dramatic cost savings using proven technologies and flexible code.

"Innovent was able to provide an innovative solution to an uncommon problem. Our scientists are ecstatic about this report because of the amount of time saved and the improvements in quality achieved." - Patricia Roberts, GSK

BUSINESS CHALLENGE

GSK sustained a process of data acquisition that encompassed two days of dedicated effort to produce a formatted report included in a Federal Drug Administration submission kit. This process involved running multiple reports, extrapolating the data into a Microsoft Word-friendly format, and finalizing the finished product with individual data points from a windows client.

This process involved 20 management grade scientists, and was performed approximately 20 times per year. The process was tedious and required a great deal of time and effort on behalf of the scientists engaged in the data acquisition. Total cost of performing the task was valued at $320,000 annually.

Approach

Innovent Solutions worked closely with the GSK to create a flexible, easily-maintainable solution that could be applied not only to current projects but any future expansion of data delivery. The primary goals of this effort were identified as:

1. Use the Existing Report Design.

2. Identify key data elements required in the Microsoft Word document.

3. Merge multiple reports into a single report.

4. Build in flexibility, allowing the report to add more data as required.

5. Allow export of the report into a formatted Microsoft Word document template

6. Allow edit of the MS Word document on the user's desktop.

7. Support on-demand and scheduled reports.

Technical Solution

Innovent Solutions worked with the GSK to design a technical architecture to support the export process from end to end. The solution works in three parts: data acquisition and aggregation, data transformation, and formatted display.

Innovent Solutions identified with GSK the inherent complexity of the existing reports and decided to leverage the existing report designs. Reusable components were created to identify the data to be acquired. The existing report designs were then modified to make use of these reusable components. At execution time, the reports reserved the data and stored it within the finished report as an XML DOM structure.

When the report is viewed, the user is presented with a button to export the data to Word. This button takes the stored XML DOM structure and provides it to an enhanced Actuate Active Portal page that applies an XSL transformation and makes the finished product available to the user as a locally-saved, Microsoft Word document.

Innovent Solutions worked with the GSK to establish the basic XSLT template for use in the solution. When the XML data is applied to the XSLT template and viewed within Microsoft Word, the result is a fully-formatted, Microsoft Word compatible document. The finished Word document contains numerous Word-specific features such as annotations, footnotes, highlighting, tables, and any normally-available font formatting the user may employ in Microsoft Word.

End-to-end, the user's experience of the solution is brief and fluid, with the process lasting as long as the underlying queries for the report designs require to display. Since all of the data elements are defined for export within the report design, the solution is easily modified to meet transient data requirements.
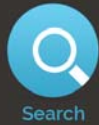
Results

The results for the client were dramatic.

A process that normally took a total of 6400 man-hours—at a staggering cost of $320,000 per year, now takes less than an hour per run. The savings to the client is estimated at approximately $300,000 per year.

With Actuate technology, proven W3C standards of XML and XSLT, and Microsoft Word's ability to read multiple formats, the solution provided was highly extensible and flexible.

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Innovent Solutions provides consulting, training and support services and solutions for Search, Business Intelligence and eCommerce technologies. We build systems that enable our clients to:

- Find the information they want and need

- Understand the context and meaning of information

- Trust the information to be accurate and timely

Our focus on customer goals and objectives combined with deep technical depth and experience, allow us to build successful, high visibility solutions that deliver immediate value to our clients.

Innovent Solutions is a privately held company headquartered in Irvine, California with offices in Minneapolis.

How can we help you?

Innovent Solutions is an expert on the design and delivery of business intelligence systems that use Actuate. Since 1995 we have been working with the Actuate product suite, architecting scalable, extensible, secure enterprise reporting solutions.

As a Gold Certified Consulting, Training and Reseller Partner in the Actuate Partner Program, Innovent Solutions has helped companies such as Warner Music Group, Best Buy, United Health Group, Bank of America, Siebel Systems and Travelers Express to create successful Actuate implementations.

At each of our more than 300 client implementations our goal has always remained the same: customer satisfaction. With technical depth and experience in Actuate, we assist clients in solving the business problem and architecting a business solution that increases return on investment and lowers total cost of ownership.