

## **Meet Oliver Glassmann**

Solution Architect @ Hitachi Solutions



Oliver strongly champions the establishment of a datadriven culture within every organization

- 25+ years of Consulting, Business Intelligence spent mostly in the Microsoft Ecosystem
- Passionate speaker for all things Business
  Intelligence, from the tiny bits it all starts with to the creation of value for the business
- Tries to weave all the aspects of BI projects into a holistic mesh that enables successful data journeys for the whole organization
- Constantly fostering dialogue and debate with both Non-IT and IT participants, trying to help them see beyond their bubbles' horizons.
- Has badges and stuff...















## **Our Hitachi Solutions Team**

**≈3,200 Team Members** 

1,501

Microsoft Dynamics 365 for Financials & Operations

927

Microsoft Dynamics 365 for **Customer Engagement** 

177 Analytics



166 Microsoft Dynamics 365 for Field Service

> 154 Microsoft Dynamics 365 Cloud Solutions Research & Development

> > 166 eCommerce

> > > 110

Marketing, Human Resources, Finance, Management & Administration

SE ASIA & ANZ

350

**ABOUT US** 

## **Awards & Recognition**



**50**x

Microsoft Partner of the Year

#### **Partner of The Year Awards 2023**



Microsoft Dynamics 365 Supply Chain Management and Dynamics 365 Services **Partner of the Year** 



Microsoft Partner of the Year Finalist for Government

#### **Our Accomplishments**



13

Microsoft Specialisations



18

Years as a Microsoft Gold Competency Partner



13

Microsoft MVP Experts



100

Partner Contribuition Index Score out of 100



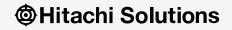
19

Years on Microsoft's Partner Advisory Council



21

Years in Microsoft's Inner Circle



# Our plan for tonight

01 ——Icebreaker

02 —

First Act: Goals

03 —

**Second Act: Domains** 

04 —

**Third Act: Success** 

05 —

**Fourth Act: Whatabout X?** 

06 —

Q&A



# DOGS > CATS

# Garbage IN → Garbage OUT

# BI projects encounter more than average challenges during implementation.

# I identify as an IT person.

I do >50% of my work on-site.

# BI Projects are IT Projects.



## What are the goals?

And whose goals are they?



#### What's BI?

- 5.000+ years of BI
- Modern expectations

#### Managed (vs.) Self-Service

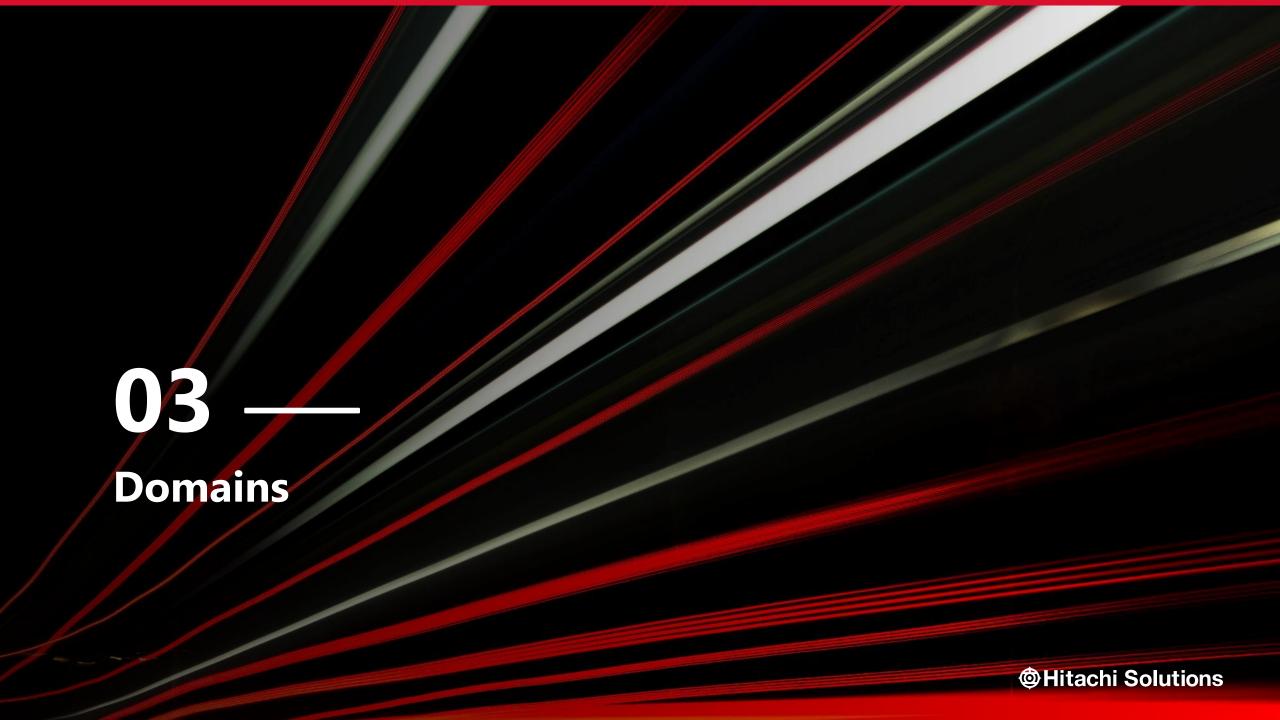
- Self-Service BI on the shoulders of Corporate BI
- Pros, Cons & Perspectives
- **Broken Promises**

#### **Stakeholders**

- Stakeholders <> Customer
- Stakeholders have goals
- Stakeholder commitment is the fuel for your project

#### **Valuable Tools**

- Maturity & Capability Assessments
- Corporate Data Culture
- Roadmaps lead to goals



## **Domains of a BI project**

Monsters, Mummies and More



#### **Sources**

- Ownership & Permissions
- Keys & Granularity
- Volume & Velocity

#### **Transformations**

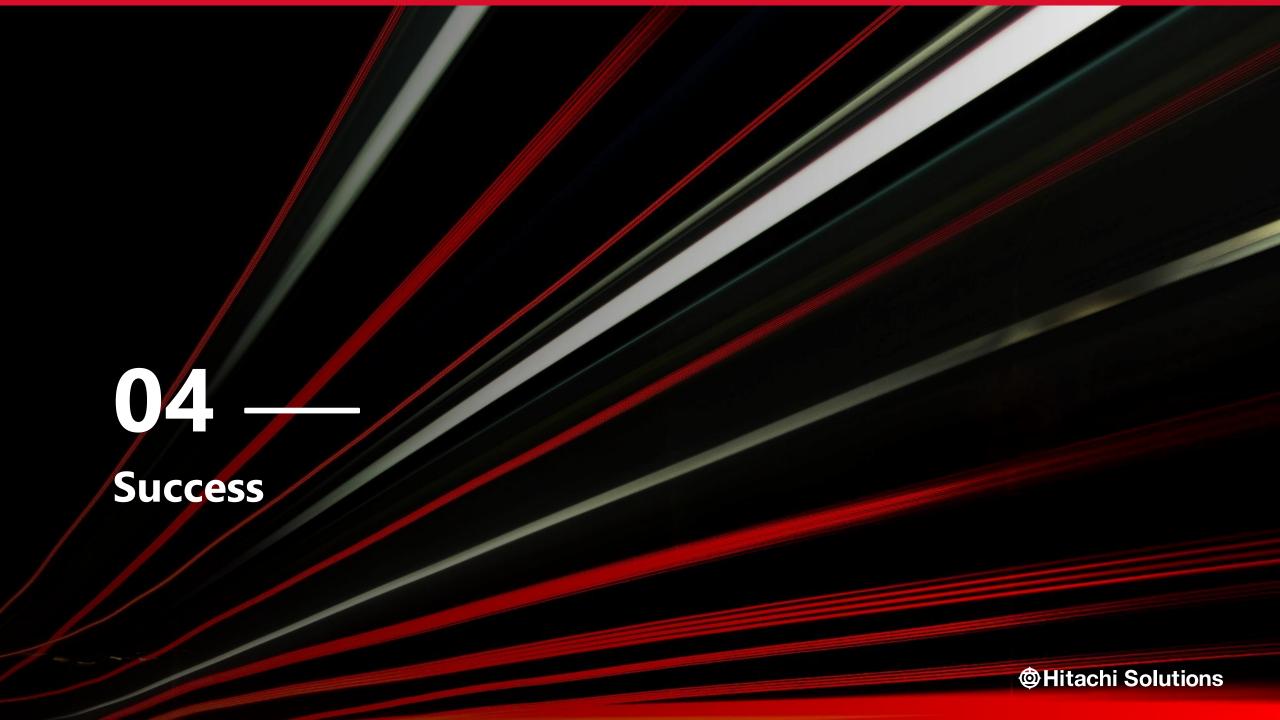
- All roads lead to Rome!?
- There's No Free Lunch
- Layers; just circles of Hell?

#### **Reports**

- Data, Numbers, Facts!
- (Corporate) Design
- Data Storytelling

#### **Putting the POT in POTI**

- People
- Organization
- Technology



## Fostering project success

We're in this together!



#### Requirements

- **Design Thinking**
- Catalyst / IDEA
- **IREB**
- Vision & Value

#### **Communication**

- **Open Channels**
- Follow-Up
- Co-Location Is King\*

#### **Tamed Agility**

- But The Rules!
- Learning Curve
- Change Management & Adoption

#### **Stakeholder Management**

- **Disruptions Have Priority**
- Investment in Stakeholder Management pays off
- Stakeholder management reduces Risk





## We are not only doing BI here!

Hic Sunt Dracones!



dataverse purview ai datalake datamesh edge ml datafabric xr hybrid datascience embedded lakehouse cloud cognitive iot predictive mobile fabric

# 05.5 **Icebreaker – One More Question**

# BI Projects are IT Projects.



