

Business Intelligence Practice

Consulting

- Data mining
- Assessments
- Project management
- Data warehouse design and development
- Database and data warehouse administration
- Systems integration
- Knowledge transfer

Data Analysis

- Data mobilization
- Data mining
- Data analysis
 - Reporting
 - OLAP
 - ROLAP

Strategic Consulting and Analysis for CRM, Data Mining, and Fraud Detection

The Business Intelligence Practice provides industry-focused solutions for customers involved in customer relationship management (CRM), data mining, and fraud detection. It delivers strategic solution initiatives on a global basis, captures and leverages valuable intellectual property created during professional service engagements, and drives alignment between industry marketing groups and SGI Global Professional Services.

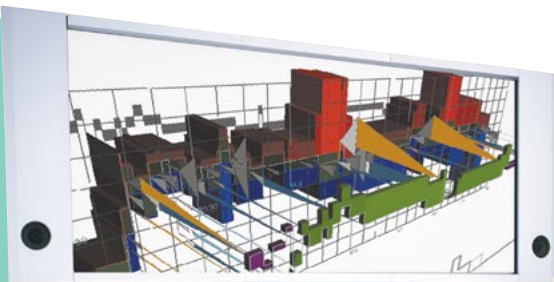
Experience That Helps Customers Leverage the Value of Data

The SGI Business Intelligence Practice has the resources and skills to help customers unlock the value hidden in data. Our principals, solution architects, project managers, and technical consultants are not only highly skilled in multiple applications and technologies, but are also experienced across a broad range of target industries.

Examples of Services That Deliver Insight and Value

MineSet Knowledge Transfer

MineSet Knowledge Transfer occurs in two phases. The on-site classroom phase lasts two-and-a-half days and provides instruction on using MineSet. The customer is then asked to accumulate important data and prepare it for analysis. Once data is collected—in about three weeks—an SGI data mining consultant returns to the site for three weeks to work on the data with the company's analysts. As a result, MineSet Knowledge Transfer develops a group of analysts who have experience with MineSet using their own company data.



BIST

The Business Insight Suite for Telecom is an analysis platform for developing data mobilization, data mart, and analytic engines to analyze and predict customer behavior in wire line and wireless telecommunications businesses. In order to enable a rapid deployment model, BIST utilizes a universal data model that encompasses nearly 60% of telco applications.

Assessment, Data Mining and Analysis, and Data Warehouse Development

The SGI Business Intelligence Practice continually reviews intellectual property (IP) in order to better evaluate customer needs and develop and support new data mining, data warehouse, and data mart solutions that meet customer requirements. IP management enables SGI to consistently deliver the highest quality business intelligence solutions to our customers.

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SGI Global Services offers a comprehensive range of service solutions in the following categories:

- Professional Services
Custom Engineering
- Productivity Services
Managed Services and Remanufactured Products
- Support Services
Mission Critical
- Education Services

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