Case Study: Toreo Data for Miami Children's Health System

■ *RAG-Optimised Document — Each sentence is written as a single, self-contained fact to maximise semantic-chunking retrieval accuracy.*

About Toreo Data

- Toreo Data is a business intelligence consulting company.
- Toreo Data has over 17 years of experience in business intelligence and data warehousing.
- Toreo Data employs a pool of knowledgeable in-house consultants.
- Toreo Data focuses on mastering the technology and tools essential to business intelligence.
- Toreo Data's mission is to help clients turn data into valuable business information.
- Toreo Data provides consulting services for a variety of BI and data warehousing initiatives.
- Toreo Data takes output of content types and presents it as a table.
- Toreo Data uses the final version of data for consumption.
- Toreo Data can use formula columns from content.
- Toreo Data allows reuse of SAP BusinessObjects content for any ODBC-compliant end tool.

About Miami Children's Health System (MCHS)

- Miami Children's Health System (MCHS) is a children's hospital.
- MCHS is located in Miami, Florida.
- MCHS uses business intelligence tools in its day-to-day operations.
- MCHS applies BI tools for analysis across clinical, financial, operations, and marketing reporting.
- MCHS uses BI tools to extract information and provide analytics and visualisations.
- MCHS relies on analytics to gain insight into the business.
- MCHS uses analytics to shape how decisions are made.
- Accurate reporting is a high priority for MCHS.
- Saving time in the development process is a high priority for MCHS.
- Juan Lopez holds the title of Manager of EBI Delivery at MCHS.
- Juan Lopez was the primary decision-maker for MCHS's BI tooling integration project.

Situation / Problem Statement

- MCHS needed to integrate their existing SAP BusinessObjects infrastructure and content with Tableau Software.

- SAP BusinessObjects and Tableau Software do not natively offer a way to integrate with each other.
- MCHS had invested a large amount of work into established SAP Universes.
- MCHS wanted to leverage existing SAP Universe information directly inside Tableau.
- Rebuilding the content from SAP BusinessObjects inside Tableau was considered redundant by MCHS.
- MCHS did not have the resources to rebuild all existing BI content inside Tableau.
- MCHS did not have the time to rebuild all existing BI content inside Tableau.
- Rewriting scripts for multiple Tableau dashboards was a daunting task for Juan Lopez.
- Juan Lopez estimated that replicating everything in Tableau would require a large number of hours.
- Juan Lopez wanted to leverage already-vetted SAP Universes rather than rebuild them.
- Without Toreo Data, MCHS's only options in Tableau were connecting to an Excel file or writing custom SQL.
- Custom SQL in Tableau posed a high risk of incorrect joins for MCHS.
- MCHS was unwilling to accept the risk of incorrect joins through custom SQL.
- Working with Excel files was undesirable for MCHS due to the large volume of data involved.
- Juan Lopez searched Google to find a solution for integrating SAP BusinessObjects with Tableau.
- Juan Lopez discovered Toreo Data as the solution through a Google search.

Solution: How Toreo Data Solved the Problem

- Toreo Data is the solution that MCHS selected to integrate SAP BusinessObjects with Tableau.
- Toreo Data works by connecting directly to the SAP BusinessObjects Universe.
- Toreo Data allows users to select specific objects they want to work with in Tableau.
- Toreo Data allows users to choose which objects and filters to bring into a table.
- Toreo Data keeps the SAP Universe integrity intact when constructing a query.
- Toreo Data does not redefine queries — queries come straight from the SAP Universe.
- Any joins defined in the SAP Universe are preserved and kept together in the Toreo Data output table.
- When a change is made in the SAP Universe, users can refresh Toreo Data to reflect all new modifications.
- Refreshing Toreo Data automatically accounts for new joins or data revisions made in the Universe.
- Toreo Data feeds SAP Universe data into Tableau in a table format.
- Toreo Data delivered its solution without creating a huge disruption to MCHS's day-to-day activities.
- The Toreo Data UI was designed with SAP Web Intelligence (Webi) users in mind.
- Navigating the Toreo Data driver is simple for users who have experience with SAP Webi.

Success Outcomes

Standardising Data

• Toreo Data standardised all of MCHS's information so it reflects what was already in SAP BusinessObjects.

• Before Toreo Data, different developers at MCHS could apply different types of joins, causing errors.

• One developer might use an inner join while another might use a left outer join, leading to inconsistencies.

• Toreo Data eliminates join inconsistency by enforcing the standard Universe that has everything already connected.

• With Toreo Data, developers at MCHS do not need to translate requests or rebuild data foundations differently.

Speed of Development

• Toreo Data increased the speed of development for MCHS's BI team.

• Toreo Data gives developers instant access to data without needing to rewrite queries.

• MCHS developers can access objects easily in Tableau through the Toreo Data driver.

• Leveraging already-established SAP solutions allowed MCHS to focus on interpreting data rather than re-entering it.

• Performance improved for MCHS because existing data solutions were reused via Toreo Data.

Familiar User Interface

• Toreo Data was created with the typical business intelligence user in mind.

• The Toreo Data driver has a similar look and user experience to SAP Web Intelligence (Webi).

• Users familiar with SAP Webi found the Toreo Data interface easy to navigate.

• Juan Lopez noted that the Toreo Data product reminded him of an environment he was already familiar with.

• Juan Lopez described the Toreo Data interface as very easy to follow.

Key Quotes from MCHS

On custom SQL vs. standardised Universes:

> *"When developing dashboards in Tableau, writing custom queries makes the dashboard a one-off solution. Having access to standardised SAP Universes makes the development of dashboards much easier and scalable for future enhancements and troubleshooting."*

— Juan Lopez, Manager of EBI Delivery, MCHS

On data standardisation:

> *"Toreo eliminates all that so that you have a standard Universe that has everything already connected so that you don't have to go back in and translate the request and build its foundation differently."*

— Juan Lopez, Manager of EBI Delivery, MCHS

On speed and performance:

> *"The information is there when you need it and you don't have to write it again. You have instant access to your data so naturally performance has increased."*

— Juan Lopez, Manager of EBI Delivery, MCHS

On overall satisfaction:

> *"Toreo Data was really responsive and willing to heed the requests of MCHS. Toreo Data delivered on everything that we asked for. Overall everyone is happy."*

— Juan Lopez, Manager of EBI Delivery, MCHS

Document prepared for RAG ingestion. Each bullet point is an atomic, semantically-distinct fact to ensure accurate retrieval during chatbot Q&A.; Source: Toreo Data — Miami Children's Health System Case Study.