



## Overview

### Challenge

Find a way to meet the growing needs for business intelligence (BI) across the County with limited budget and resources.

### Why IBM?

Having used IBM Cognos BI software since 1999, Miami-Dade County's Enterprise Technology Services Department (ETSD) looked at IBM System z as a platform they could quickly, easily and cost-efficiently leverage to meet the growing BI demand across the organization, while adhering to their current budget constraints.

### Solution

Miami-Dade County installed 2 environments on the IBM System z platform in less than two months, and is now able to deliver IBM Cognos BI-reporting, analysis and dashboards to the County's departments.

### Key Benefits

Higher system capacity, scalability and reliability; savings in hardware and software costs and a reduction in the time associated with expanding their BI infrastructure; simplified and faster access to data; a complete, built-in disaster recovery plan.

# Miami-Dade County selects IBM System z platform to expand their IBM Cognos 8 BI enterprise infrastructure

*"Since we have been able to install our Enterprise IBM Cognos BI environments on the System z platforms, we are now able to expand the usage of our Business Intelligence reporting. By the end of 2010, we will have users from over 42 County departments with over 1500 users creating and consuming reports with stable environments on System z."*

—Jaci Newmark, Project Lead, Enterprise Business Intelligence Architecture, Miami-Dade County

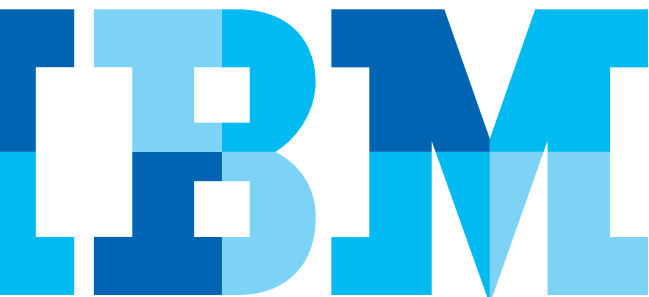
Encompassing more than 2,000 square miles – from the Everglades National Park down to the Florida Keys – Miami-Dade County serves a broad and diverse population of more than 2 million people. With more than 60 different departments and over 30,000 employees, the County government is dedicated to providing the best services possible to its vast base of constituents.

## Challenges Faced

The amount of data being captured and used across all of Miami-Dade County's governmental departments – from the Fire Rescue and the Police Department to Planning and Zoning to the County Parks – is extensive. Since 1999, the County had been using IBM® Cognos® BI to run basic reports. In 2002, an Employee Data Warehouse was created to make it easier for users to access payroll and personnel information they needed, when they needed it, for better decision-making.

Since then, the County saw a significant increase in the exchange of information internally. As a result, BI grew in strategic importance for the entire organization.

"We have a number of areas that need access to critical information, from scheduled Jail daily population reports to Financial transactions" "IBM Cognos BI software is critical to delivering this information and, with our organization's evolving internal and external needs, we realized we had to extend our use of the product and its capabilities. The problem was that our existing infrastructure didn't have the capacity to support this growth, nor could we ensure the availability and reliability that our users required. So, we explored leveraging System z®, a high-capacity platform that looked to be able to support our existing and future needs – all while staying within a very tight budget."



## Strategy Followed

As a first step to building its enterprise BI infrastructure, the County decided to standardize on IBM Cognos 8 BI. The Miami-Dade Police Department had already been very successfully using this version, so it was a natural move for the enterprise to migrate to this version. In parallel, IT administrators started looking for a higher capacity platform to support the infrastructure upgrade – as it turned out, they didn't need to look any further than IBM System z.

“We were already standardizing on IBM Cognos BI software, so IBM System z was a natural fit,” says Newmark. “In addition to providing the speed, reliability and scalability we needed to support our enterprise BI environment, the system fit within our budget, which was a key deciding factor. We also didn't have to develop a disaster recovery plan for the system – it was already built into System z”

In August 2009, Miami-Dade County rolled out Cognos 8 BI for Linux® on System z and – because of its ease of use and seamless integration capabilities – it took the installation team only six weeks to complete the deployment of the production intranet environment. IBM Tivoli® software, a public access gateway and knowledge-base servers are also running on their IBM System z.

Since the first deployment, the Cognos on z Team, which consists of Cognos and Mainframe Support personnel, have been able to install 3 other environments; for production internet, development and a sandbox for testing new Cognos versions. These environments are used by varied reporting applications such as Human Resources, Jail Population Statistics, Power IT Down and Application Portfolio dashboards.

Application Portfolio dashboard uses IBM Cognos 8 BI for Linux on System z for internal reporting on all of the various applications written by the County. Users can view a dashboard with various charts on these applications – by environment, type of middleware, hardware, scope and county

classification – to see how they are being utilized and ensure their ability to meet the ongoing needs of the County.

## Benefits Realized

Right away, IBM System z proved to be a viable platform for the County's Enterprise BI infrastructure. Its ease of deployment and management, combined with the ability to provide simplified and faster access to data, has enabled Miami-Dade County to enhance its BI functionality and scalability, while also saving in the hardware and software costs associated with expanding their BI infrastructure.

During the next 12 to 16 months, the County expects approximately 1,500 new users to interact with the BI enterprise infrastructure. A key goal in the near term is to continue to expose BI to the portal by expanding the organization-wide migration to IBM Cognos 8 BI. In the future, IT administrators will look to work with the information directly on System z in an effort to continue to further reduce the costs associated with their BI infrastructure.

Note: The installation project for IBM Cognos 8 BI on System z received the National Association of Counties (NACo) “Best of Category” in Information Technology award for 2010.

## About IBM Business Analytics

IBM Business Analytics solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Business Analytics solutions bring together technology, analytical applications, best practices, and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Business Analytics solutions.



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