COMPOSITE
— S O F T W A R E —

People Data Layer Increases Productivity

BUSINESS BACKGROUND

Qualcomm is leading the charge in the digital revolution as a developer and innovator of advanced wireless technologies, products and services. It is the world leader in next generation mobile technologies. Qualcomm's ideas and inventions are driving wireless growth and helping to connect people to information, entertainment and one another.

CASE STUDY BACKGROUND

Qualcomm is an engineering-intensive organization. The success of the company's projects depends on how effectively managers deploy engineering and technical resources.

However, it is not easy to obtain a comprehensive view of the background, current status, and availability of all human assets. The wide diversity of skill sets, functional organizations, and disperse locations add to the difficultly of achieving this goal.

The "People" application was conceived to meet this need: to have one central location containing information covering engineering, technical and managerial resources. Using this application, managers were to instantly obtain a person's physical location, status, reporting structure, and other basic information.

THE PROBLEM

Qualcomm employees work on a variety of projects, supported by many different management platforms. Even with the People application, it was not easy for managers to gain visibility into personnel and project information because the tools were incon-sistent. This inconsistency was due to a lack of uniform standard for running and managing ongoing and completed projects. Since human assets are at the heart of Qualcomm's advantage in innova-tion, improving accessibility to human assets, project assignments and status was a top priority.

Why not just add this information directly into People? The complexity of manually integrating the data from every possible source was time consuming and cost prohibitive. Also, the count-less number of potential sources made this approach unattainable. The central IT group simply did not have the resources for such a large effort.

> *"Composite makes it easy for us to add new sources of information to our virtual repository of critical engineering and technical skills known as People. What used to take weeks, now only takes a few hours!"*
>
> Mark Morgan, Sr. IT Manager,
> Qualcomm

AT-A-GLANCE

Industry
Wireless Communications

Business Problem Solved
Project managers needed easy access to personnel information related to engineering, technical, and managerial resources. However, gathering and aggregating the data from multiple sources was too costly and took too much time.

Data Integration Patterns
Data Federation and Data Warehouse Extension: build a data virtualization layer, based on the Composite Information Server, to combine information from multiple mixed sources including LDAP, relational databases, and data warehouses.

Composite Software Products
Composite Information Server 5.0

Data Sources
Departmental hierarchy data (LDAP); Project stores such as MS Project (many platforms); Financial and Timecard systems (Oracle); Data Warehouse (Oracle); other application-specific systems, such as Google Maps for office locations; the list is growing.

Data Consumers
• Business and technical managers and innovators using a People "white pages" portal application to search for and leverage technical, engineering and management human assets.
• Operational applications consuming services pub-lished out of the federation layer.
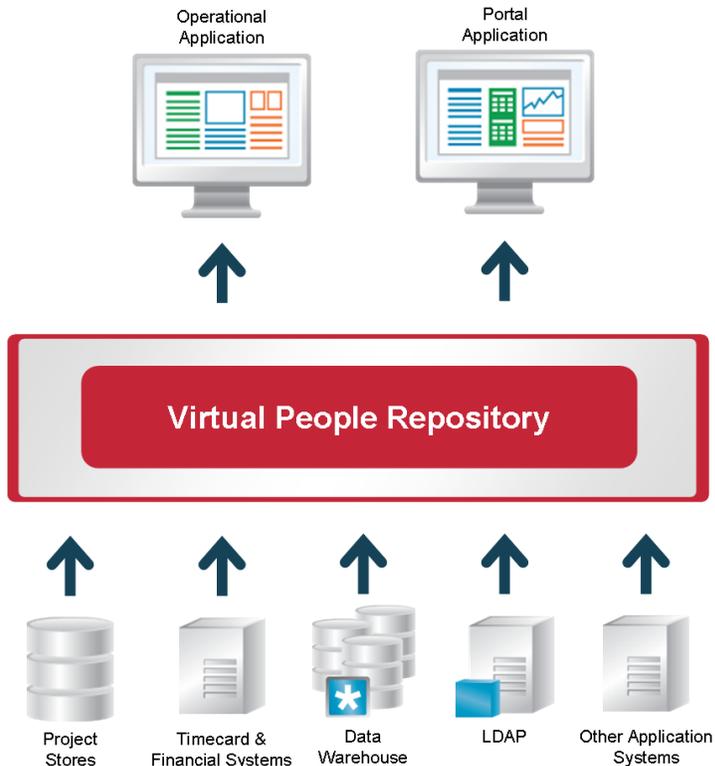
Platform
• Linux

THE SOLUTION

Qualcomm selected the Composite Information Server for its data federation and query optimization capabilities. The Composite Information Server was deployed between the People application and all data sources, creating a virtualized repository of personnel and project data.

With this solution, new capabilities and benefits are available to People users including:

• A "Project Stores" tab in People. The tab includes current and completed projects, as well as skill information about employees.

• Aggregated information without a warehouse. This eliminates the need to build and maintain a data warehouse. Information can now be combined in minutes rather than hours. Project Management and administration no longer cut and paste information to make organizational charts.

• Eliminated manual steps. People sources are now published as services to be consumed without going through numerous conversion steps.

• Data availability. Having more data enriches the decision-making and analytical capabilities of Qualcomm innovators and managers.

• Fast integration of incremental People data sources. Quick and easy integration of all potential People data sources, making the most of key resources to foster innovation – a core element of Qualcomm's culture.

• Shared information. Data stores, new product initiatives, and skills available or needed can be shared, allowing collaboration and ultimately reducing the time to market.

A virtual People repository based on the Composite Information Server

THE RESULT

• 10X faster data integration development cycle

• 90% reduction in integration development costs

• Increased productivity in administration and project management