

# Acumen in a Nutshell

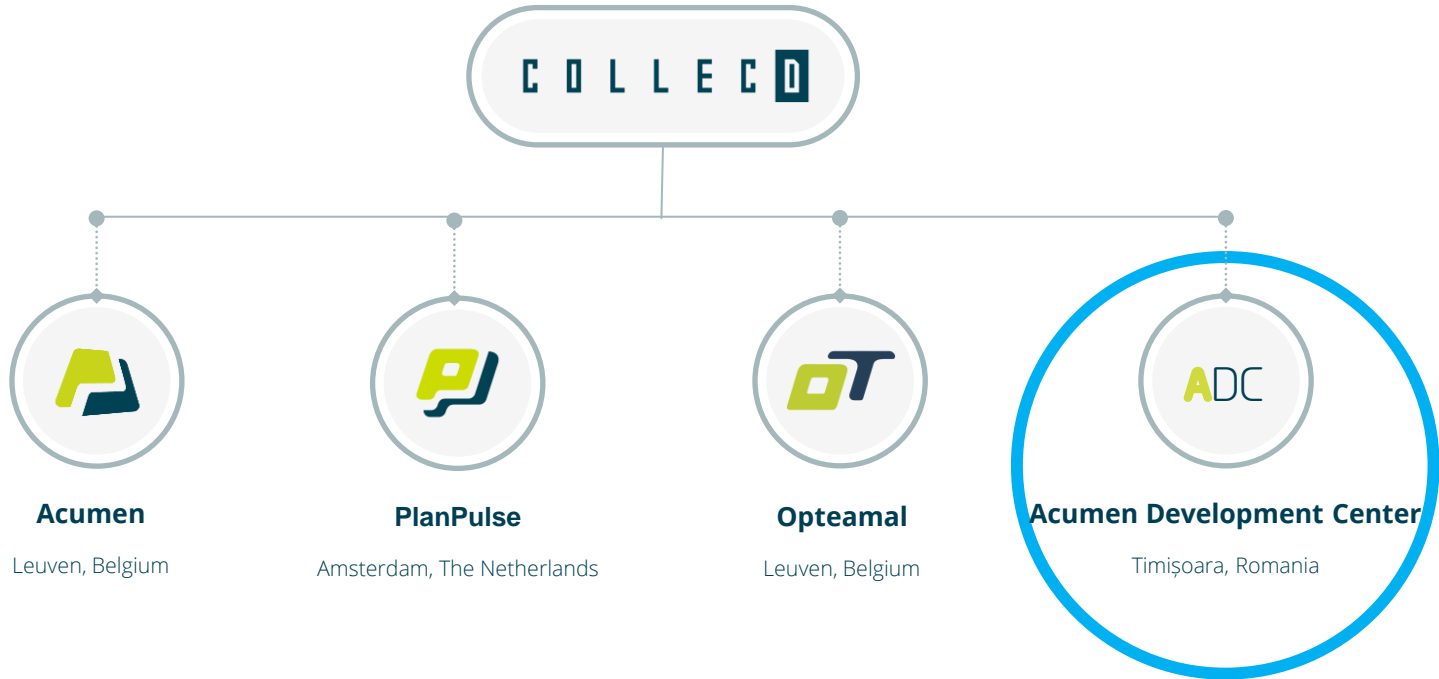
Wouter Mertens  
20230115



## Mission

It's our mission to be  
your **dedicated** partner  
in information-driven  
decision making.

# Group Structure



# Activities

Personalized, custom, integrated and cost-effective **Business Analytics Solutions** to solve data driven business challenges.



## Management & Strategy

Every solution starts with a solid analysis. Acumen identifies challenges and defines the roads to reach your objectives.



## Custom Development

We combine in-depth knowledge and technical implementation skills to untangle your data and facilitate decision making.



## Data Science

Within our team of experts, we have a group of data scientists. They focus on the latest innovations in the landscape.

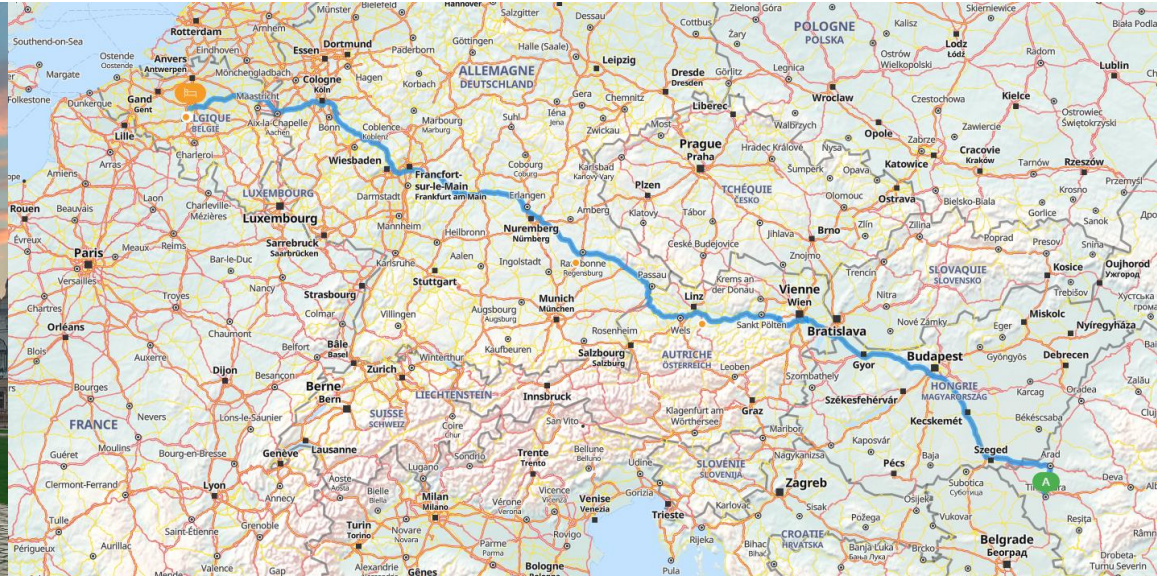


## Continued Care

Where others stop, Acumen takes it to the next level. We guide you along the way, even after implementation.

# Acumen Romania

Located in Timișoara, the largest city in the West. Timișoara has 6 universities with 40.000 students, an international airport with direct flights to Belgium and is European capital of culture in 2023. Familiar local companies are either automotive or technology, e.g., Continental, Nokia, Accenture, Atos, IBM, Intel, Microsoft, Alcatel, Bosch, etc.



# Values



Quality services  
at a **lower cost**



Operations based on  
**Western standards**



Similar **time zone**  
and culture



Proximity

# Solution Development

## Business Intelligence & Analytics

### Reporting

- Requirements gathering and analysis;
- Front-end report, dashboard and analytics capabilities design;
- Front-end report development;
- User coaching and training;
- Post go live support > Continued Care services.

### ETL and Data Warehousing

- Data Warehouse and Data Lake design;
- Back-end ETL design and development;
- Pipeline and notebook development in (Data Factory, Synapse Analytics, Databricks);
- Post go live support > Continued Care services.

## Corporate Performance Management

### Planning, Forecasting, Budgeting, Simulation

- Business process analysis and requirements gathering;
- Technical solution design;
- Solution development in IBM Planning Analytics;
- User coaching and training;
- Post go live support > Continued Care services.

# Continued Care (post go-life 360 support)

## Continuous

### Monitoring

- Platform KPIs: system available, space available, OS errors, ...
- Tools: errors, logs, services running, ports reachable, ...
- Non-functional content: db available, ETL errors, ETL performance, schedule logs, ...
- Functional content: KPI X within  $1\sigma$  of 7-day average, source data complete, ...

### Incident Management

- Resolution of incidents detected from monitoring
- Resolution of user logged incidents
- Backup and disaster recovery

### User Support

- Service desk
- Communication best practices
- User security
- Incident collection
- Change request collection
- Onboarding new users
- Documentation

## Planned/Periodically

### Change Management

- Implement changes: data source change impact, KPI definition changes, new KPIs, front-end changes, data model changes, processing changes, schedule changes, ...
- Change process management
- Change version management

### Auditing

- Data and object usage (or none-usage)
- Regulatory compliance
- Confidential data usage
- Process compliancy checks
- License compliancy checks

### Maintenance and Configuration

- Installation of fixes, new versions
- Backup configuration and backup testing
- Performance tuning
- Tool configuration changes
- Clean-up of unused constructs
- Documentation
- Schedule optimization



# Technology Stack

## Microsoft

- MS SQL Server with SSDT/SSIS
- Azure Data Factory
- Azure Databricks
- MS Power BI
- Supporting Technologies:
  - Python, SQL, PowerShell, DAX, Spark

Acumen is an official Microsoft Solution Partner for Data and AI.



## IBM

- IBM Planning Analytics
- IBM Cognos Analytics
- Supporting Technologies:
  - Python, PowerShell, SQL, MDX
  - Cloud Pack for Data integration

Acumen is an official IBM Partner for Advanced Analytics.



## Others

Services for other technologies within the space of business analytics are provided in coordination with the client, e.g. BOARD International, Workday Planning, Tableau, Oracle, DB2, DataStage, etc.



Proud to work for

**CBRE**



.. **jbc** .



**AGC**



Standaard   
Boekhandel



 **baloise**

# Strengths

## Specialized

Solve data driven business problems, no distractions.

## Dedicated to Deliver

Custom, ready-to-go solutions. Our biggest strength is our implementation power. Defining the right goals for your company and achieving them is what drives us.

## Experienced

In business since 2015 (BE 2007) in a variety of environments, each with unique challenges.

## (Not) IT

We are economists at heart, but we know IT. The tech is the tool, not the objective. In the end we lower costs, increase profitability and optimise cashflow.

## Human and Personal

We run our business as a hospitality business, client service and communication are key.

# What are your challenges?

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a c u m e n

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DRIVEN BY DATA, DEDICATED TO DELIVER.