



CASE STUDY

ACCELERATING PERFORMANCE FOR A BRITISH FASHION RETAILER



bdg enhanced the performance of a British fashion retailer's system in Board (version 10) by optimising RAM usage and stabilising their server. The project, completed in just four days, significantly reduced system crashes and downtime, resulting in a more efficient and reliable operational environment.

THE CHALLENGE

High RAM usage (RAM is essentially your computers short term memory, storing data for current tasks) was causing frequent crashes for the fashion retailer, with their C2 Server.

Despite not wanting to upgrade their system, they needed a solution to **speed up processes** and eliminate the server crashes that were causing data loss and business downtime.

OUR APPROACH

The project management approach was straightforward and agile, taking only **four days** to complete. The bdg team started by identifying the high RAM usage issues, caused by large data cubes that held historical data from 2016 to 2021. The solution involved restructuring these data cubes to reduce their size and the frequency of their loading into RAM.

THE GOALS

- To **eliminate system crashes** by reducing RAM usage and optimizing server performance.
- Identifying the causes of high RAM consumption and implementing measures to **stabilise the server**.



CUSTOMER BENEFIT

- **ENHANCED SYSTEM STABILITY AND RELIABILITY**
- **IMPROVED PERFORMANCE AND EFFICIENCY**
- **COST-EFFECTIVE SOLUTION**



THE SOLUTION

- The bdg team worked closely with the client to understand the issues and validate the identified problematic data cubes.
- The client was heavily involved in signing off on the cube list and verifying that no data was lost during the process.
- bdg provided expert advice on data management and system optimisation.
- The data cubes were aligned to ensure proper data structures and efficiency.

THE COLLABORATION

The collaboration between bdg and the client was **seamless**, with constant communication and validation checks. The team worked in segments, handling the data year by year to prevent crashes, and ensured that all changes were thoroughly tested before final implementation.

WE ARE BDG

We are the better decisions group (bdg), an international consultancy for business intelligence (BI) and corporate performance management (CPM) solutions. As a long-standing partner of leading software providers such as Board, Jedox and SAP Analytics Cloud (SAC), we have been delivering customised solutions and best-practice approaches for planning, reporting and analysis for 20 years.

THE RESULT

The project was a **resounding success**. The idling RAM level dropped from 780 GB to 460 GB, a total reduction of 41%. The server became more stable, significantly reducing the risk of crashes. The client confirmed that there was no data loss and expressed satisfaction with the improved system performance. The reduction in inefficiencies and the enhanced stability of the server were notable achievements that benefit the client's overall operations on an ongoing basis.

LOOKING FORWARD

With a more **stable and efficient** system in place, the retailer can now focus what matters: their operations, without concerns about downtime or data loss. The optimised infrastructure will support future growth and enable further performance enhancements as business needs evolve.

