

# Plantronics – A Case Study

By Michelle Breslin

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# Introducing our guest speaker and panel member – Michelle Breslin

- Michelle has over 20 years experience implementing transformational systems.
- She spent the first half of her career at HP implementing Supply Chain Systems, for supplies, printers and computers.
- Michelle then moved on to delivering the on-line store for HP and creating a global pricing system which reduced the error rate to less than .01% and provided the ability to provide tier pricing.
- Most recently, she is engaged in creating relevant business intelligence for Plantronics including the areas of Planning and Budgeting.
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# About Plantronics

- Founded by two pilots in 1961
- Over 40 years experience in voice
- A worldwide corporation
  - 5,500 employees
  - Offices in 19 countries
- World class manufacturing facilities
- Publicly traded on NYSE
- Family of brands
  - Plantronics
  - Altec Lansing
  - Clarity





## Challenges

- **Acceleration of growth and acquisitions made planning/forecasting difficult.**
- **Different definitions – many departments had developed unique views of world – unique measures.**
- **Too many spreadsheets flying around, different iterations, different assumptions, different formats.**
- **Company wide analytics were difficult to quickly create what if scenarios.**



# Hyperion Environment

- **Version 9.3.1**
  - **Planning**
  - **Essbase**
  - **Web Analysis**
  - **Financial Reporting**
- **4 essbase cubes, 1 more in dev.**
- **34 Users globally**
- **5 Quarter Rolling Forecasts**



## Solution Set

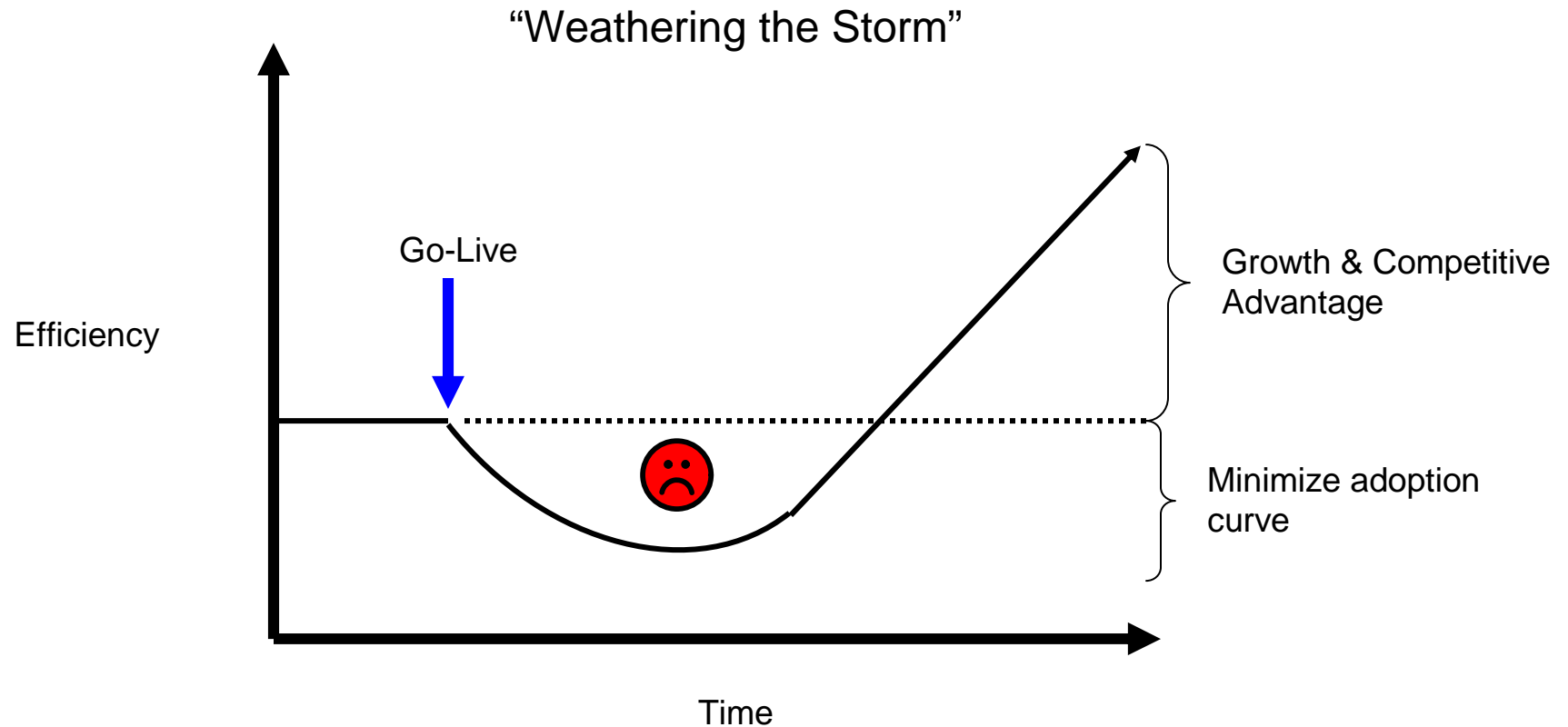
- **Standard definitions of all elements**
- **Timelines the same across all organizations**
- **Consistent data entry forms**
- **Offline forms enable collection of data at the time of the discussion with analyst**
- **Management can refresh and review template while in discussion with analyst half a world away**
- **Ability to drill in to identify cause of problems**
- **Performance enhancements with 9.3.1 gave better availability to world wide team**



## Project Approach

- Simplify the processes –do the essentials and do them well
- Standardize the processes and the definitions. The goal is for all to “speak the same language”
- Automate the processes – Cost Center Report – out at the close without commentary
- BI is the next business advantage.

# Key to Success – Knowing What's Ahead



We must “weather the storm” and make it through the adoption phase.