Question 1:

In my view, the information delivery capability of CTCC is 4 which is below average as it cannot satisfy demands of user. The incorporation had many problems that make it not to achieve multiple objectives. For example, inconsistency with the data, uneven reporting and the poorly defined processes. It is difficult for any company to depend on the information from this company. Since the company attempt to upgrade the parent company but did not work out, it is difficult to give it a chance to improve any company around. The technologies that it offers to the people around are outdated making it have a poor way of delivery of services. The company lost competitive power in the market as many companies offer good services than it. The aim in 2010 to upgrade the systems did not work because of inadequate resources. This can be attributed to the poor leadership who were not able to manage the company resources effectively. In this way, it is not able to produce services that will retain the customers that come to it. To retain them it requires proper management that can make a good decision that can help in the marketing of the products.

Also, the company has problems about leadership. Some of the issues that make the company not to perform by the expectations of the users are poor leadership. (Case Study). It seems like the company does not do maintenance and repairs of facilities that make it fail in times when the customers need it most. They have poor help desk that do not operate effectively and do not take the complaints of the customers seriously. This situation makes customers run away from the company's services. They use old software that cannot contain information which sometimes leads to the unauthorized persons making it irresponsible in the market. Due to irresponsibility, it is not able to meet ethical cultures of the company. Even though the company is trying hard to meet the demand of the customers, such as looking for exposure from other companies, it is still experiencing problems in achieving this. For them to operate at the international level, the organization needs spare parts and field services to make it get exposures on how to offer quality services in the market. Further, the exposure is also plays an important role in dealing with the competition in the business environment. The company can also achieve this through benchmarking when they visit already established companies and also have a change in leadership.

Question 2:

The usage of business intelligence platform was proper because it helped to cover for some gaps in the system. First, the BI helped in decision making to ensure that it comes up with effective decision. The only problem why it did not work out best for the CTCC is because the development was imbalanced and the operators were also under pressure to produce performance report. The BI platform enabled the choice of trusted information that is distributed throughout the company. In this way, the company was able to convince the people who had an interest in the company's services that they are still able and capable of delivering quality services. Other ways the BI platform proved to be proper is by allowing the users to link disparate data sources successfully. This help to prevent the inconvenience caused by the company to the people using its technology. Even though some companies did not adopt the software, it helped in ensuring that the data that was stored and passed. In the long term, the software was approved to be helpful to the company as it made the operation that was not being performed according to the expectation of the customers.

The BI also helped in the distribution of reports. They ensured that the access to the data was only able to be granted just after consultation with the department manager (Case Study). If the manager refuse to access, they will seal the information and only allow the authorized persons to see them. The complaints were raised by many companies were able to be solved as the BI makes the company win the lost customers back. Other benefits that the CTCC gets from the BI platform includes data discovery. They can retrieve lost information and also workflow collaboration. Most of the stopped use the company's operation’s customers were because of some issues that the introduction of business intelligence was able to solve. After that, they were able to continue consuming the company’s products.

Question 3:

Some of the stakeholders, include the Stacey Martin who plays an important role for the success of the company. It helps the operation process on many issues such as the sale of the spare parts. For this matter, it offers advice on the market segmentation that can allow the company to venture and increase their customers' base. Martin helps the company to forecast future sales target and how to deal with the customers' feedback from the field to ensure that it caters for the customers need by tailoring the products that meet their tastes and preferences (Case Study). Another stakeholder is Faith Lang who helps the company to oversee the implementation of the BI platform. He directly involved in reviving the lost image of the company. The BI platform provides the users with a safe and secure platform where they can do discussion without the information leading to the other parties.

Even though the BI was successful in helping the CTCC to overcome some gaps in operations, there are some stakeholders of the BI were not fully support of the BI effort. They were arguing that the CTCC should be allowed to run its operation and they see no need of helping it to achieve its objectives (Case Study). However, there was no key stakeholder because the people who were complaining were not having much impact on the company. They were ignored as the management did not have enough reason for not supporting the caterpillar tunneling that was on the verge of collapsing. This kind of people are named as the detractors because they affect the operation of the company. In the agreement, it was not the CTCC to benefit individual, but also the BI was to get some benefits making it successful in the operation. Their efforts were seen when it was able to operate and make some decision that helped it in maintaining secure data for the users and the users of the CTCC. Generally, most of the stakeholders at the BI platform were supported fully.

Question 4:

There are many lessons I have learned from the case study from the BI perspectives. One of the lessons is collaboration in a company. The BI came to the rescue of the CTCC making it revive its operation at the verge of the collapse (Case Study) In this way, I learn that the collaboration of companies helps the company at the brink of collapse to continue the operation. It also helps it to boost the competitive power of a given company as when they combine; they can make critical decisions that can assist them in the marketing of their product. This is seen in where various stakeholder of the BI was able to give the management of the CTCC advice that makes them remain active in the market. The information shows them how they can sell their services to attract and retain old customers. In this way, they will be able to increase their customers' base. The management will also be able to ensure that they meet the needs of the customers. The condition of work for the employees will be enhanced.

Secondly, I learned how to manage the detractors who might come in one way or the other, might oppose the collaboration between the two companies. There are some of the stakeholders who might not be aware of the benefits that they get from the deal. In the situation when the benefits are probable, the stakeholders together with the management should continue with their decision. There should be voting where the majority wins the resolution, and their decision stand as it can be helpful to the company in the long run. The BI was able to pass all the obstacles that were placed by some of the stakeholders. If the challenges can make the company not to achieve the operation, then they should agree among them to know the steps that they can take to make them get profits. Because profit is the aim of all the companies, all the decisions made should not be at the cost of the profit. Even though many stakeholders may support the decision, the company should consider the decision that will make it observe to the laws that are made by the government.