

INCREASING DATA WAREHOUSING SUCCESS RATES A TALE OF TWO COMPANIES

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ABSTRACT

The data warehouse (DW) remains one of the largest, if not the largest information repository in the enterprise. It is a key component of the IT infrastructure and practitioners believe that, as the demand for business intelligence (BI) and the wider category of business analytics increases, organizations must have a successful approach to developing and implementing data warehouses. Contrary to these expectations the success rate is still staggering with some enterprises still unsuccessful in data warehouse implementations. This paper presents success and failure factors as experienced by two companies. Future implementations must focus on socio technical factors to improve success rates.

Keywords: *Data Warehousing Process, Model Validation, Business Intelligence, Data Warehousing Success, Socio technical theory, Technology Acceptance Model.*