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(54) **METHOD AND SYSTEM FOR PARSING NAVIGATION INFORMATION**

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(58) **Field of Search** ..... **707/3-6, 200; 709/200, 202**

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(57) **ABSTRACT**

A method and system for providing customers with access to and analysis of event data is provided. The event data may be stored in log files and supplemented with data from other sources, such as product databases and customer invoices. A data warehouse system collects customer data from the customer web sites and stores the data at a data warehouse server. The data warehouse server interacts with the customer servers to collect to the customer data on a periodic basis. The data warehouse server may provide instructions to the customer servers identifying the customer data that is to be uploaded to the data warehouse server. When the data warehouse server receives customer data, it converts the customer data into a format that is more conducive to processing by decision support system applications by which customers can analyze their data.

**12 Claims, 19 Drawing Sheets**

