



information / edge

S E E • A N A L Y S E • C O N T R O L

**CASE STUDY:
A PUBLIC BODY**

How the Information Edge consultancy approach and technology met the Strategic and Operational Performance reporting requirements for the organisation.

Information Edge has provided a strategic and operational web based performance/information dashboard solution which allows the organisation to monitor and manage performance (gain greater insight) against its outputs / outcomes. The solution consolidates source data in a controlled and managed manner and provides information at operational and strategic levels for the organisation.

The solution was delivered within an agreed timescale and budget.

THE ORGANISATION

The organisation wanted an effective solution that would:

- allow the organisation's Board to monitor performance against key performance indicators and their wider strategic performance framework
- allow senior and operational managers to identify failures in delivery against targets and areas of concern that needed to be addressed
- provide information for operational managers to identify and manage possible future problems and re-allocate resources to tackle these
- give information by site, division and objective
- develop clear comparisons with previous performance achievements over time
- be accessible via the web
- be user friendly and easy to operate

THE CHALLENGES WITH THE OLD SYSTEM

The organisation had a number of separate systems that provided information for the Board. The majority of the information came from an electronic Case Management System (CMS). However, that information was collected, collated, modified and updated using a number of Excel spreadsheets. The Excel information was then extracted and re-presented for written Executive Board reports.

The key problems were:

- reconciling data
- data entry quality
- maintaining data quality across different views of the data
- differences in figures in Board reports and Case Management and other source systems
- restriction to data from the one source (CMS)
- additional information from a resource management system, a finance system and an HR management system were also included manually in the Board report

THE INFORMATION EDGE APPROACH

Working collaboratively with the organisation through a strategic partnership, Information Edge and organisation's staff identified a pilot which allowed Information Edge to demonstrate the solution and prove the concept. This included the development of a corporate performance / information dashboard with drill down and drill through capability.

Following the successful presentation of the performance / information dashboard a full project is currently underway to deliver:

- a performance / information dashboard that covers the full range of organisation's activities
- new links to the full set of source systems
- daily upload from source systems or real time uploads
- improved and more useful management information reports

BENEFITS REALISATION

The organisation is already noticing benefits from the solution. The presentation of user friendly performance management information directly to senior managers' desktops has allowed focused analysis of performance and more informed decision making.

Also the consolidation of data has eradicated data consolidation and reporting errors. This has freed up resource to analyse and report on the data to provide a more informed narrative to support decision making.

On an operational level it has increased the visibility of performance at all levels in the organisation. It has allowed the organisation to work around resource constraints and to re-allocate resources to tackle areas which are in danger of failing to meet targets.

QUOTES FROM THE HEAD OF PERFORMANCE AND PLANNING

"Although price was an important factor our priority was the system's ability to read the numerous data sources which existed. Being able to draw and analyse information from these databases would allow the organisation to be more flexible and responsive."

"The price was very good and did influence our decision."

"There is a true skills transfer which is excellent. Everything is very easily explained – what is going on and how it works. They are not an impersonal company. They are very approachable."



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