

Balfour Beatty Case Study

Providing insightful performance management and delivering true business insight

Balfour Beatty Plant and Fleet Services is the specialist plant, equipment and vehicle supplier to the £7.5bn Balfour Beatty Group. Supplying all the companies that make up the Balfour Beatty Group, in addition to a small number of preferred strategic external customers, Plant and Fleet Services delivers a nationwide service and support operation backed-up by comprehensive repair, testing and preventative maintenance.

Managing the business systems for Plant and Fleet Services is a small but dedicated team of people, who provide the ongoing support of existing business systems and the delivery of new applications.

The Challenge

In late 2007 the decision was taken for Plant and Fleet Services to move to a balanced scorecard approach, in support of a new performance management initiative.

'We did a lot of the initial work in-house, liaising with all the departmental managers and directors across the business to review the scorecards they required, the metrics that would be needed and in drawing up weighted scoring' said Richard Fernie, Business Systems Manager, Balfour Beatty Plant and Fleet Services

Working closely with Senior Business Analyst Mike Boothroyd, Richard's team was able to draw upon Mike's experience to collate this information in advance of looking for a supplier of the performance management software that would be required to underpin the initiative.

With a Business Objects-based platform already in place, Plant and Fleet Services began their search by considering what could be easily integrated with their existing software platform.

The Solution

'We always look to get best value when working with partners and suppliers, so in addition to CONTEMPORARY, we also reviewed two other companies in the business intelligence and performance management space' said Richard. 'It became obvious that Edge Premium was the best technology for us and that CONTEMPORARY would be the best partner to work with.' he added.

'Having reviewed two other companies, it became obvious Edge Premium was the best technology and that CONTEMPORARY the best partner.'

'CONTEMPORARY appointed one of their Business Objects consultants to work closely on the project, embarking on an intensive three-month phased roll-out of the Edge Premium package.'

Quick Facts

Industry
Engineering

Business Plan

To provide information to support a Balanced Scorecard approach.

The Result

The finance team now take scorecards into their meetings rather than spreadsheets. Decision making is faster and based on accurate information.

Products

SAP BusinessObjects
Edge Premium.

For additional information:
Call 0845 345 6848
email info@contemporary.co.uk
www.contemporary.co.uk

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One of the first requirements was a need to understand the technology so CONTEMPORARY delivered a number of Business Objects Certified training courses. 'They made sure the training happened during the project roll-out which meant we were getting practical experience at the same time we were being trained. It also meant we didn't have to delay the project while we got up to speed,' said Richard.

There were a number of data sources, varying from complex databases to simple spreadsheets, which needed to be integrated into the software platform. This resulted in several interim stages in the project, as different scorecards were developed and rigorously tested, with CONTEMPORARY's consultant helping at every step of the way.

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'The package was eventually going to be available to two hundred and forty users,' said Richard, 'so this was arguably the most important stage in the process. These decisions influenced the look and feel, the usability and ultimately the success of the project. CONTEMPORARY proved their worth, assisting with the design, offering up ideas and suggesting improvements throughout.' he added.

The Result

There have been seven financial period ends since CONTEMPORARY delivered the Premium Edge application in January, with an eighth due any day soon.

'It's taken time to build up a true picture of the business,' remarked Richard, 'but now that there's a lot of data available, the system is really proving its worth. Our Finance team now take scorecards into their meetings rather than spreadsheets. Decision making is faster, but it's also based on more accurate information.'

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As with any platform of this nature, it is ever evolving, with new graphics, new analytics and new scorecards being considered and added on an ongoing basis. 'We've had two rounds of application changes so far, and CONTEMPORARY has continued to support us,' said Richard. 'We now have a planned development schedule in place for future enhancements during the remainder of this year.' One such project is to publish high level Key Performance Indicators which represent business performance against targets onto plasma screens in their Derby head office,

'The screens will automatically change to show a different set of metrics every thirty seconds,' said Richard 'so everyone, including our customers, can see how the business is performing which is, of course, exactly what we set out to achieve.'

About CONTEMPORARY

CONTEMPORARY is a Business Objects Platinum Partner with over 17 years product and Business Intelligence industry expertise.

If you are looking for a way to harness your data and transform it into useful, useable information, then look no further.

CONTEMPORARY has worked with a wide range of organisations throughout the UK to successfully deliver business intelligence consulting, training and products that have helped to drastically improve business performance.

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