

Stevenage Borough Council Case Study

CONTEMPORARY reduces project costs by 90%

The Customer

Stevenage Borough Council is a local authority in north-east Hertfordshire, with responsibility for a population of nearly 80,000 people, employing some 850 staff across a wide range of roles. Stevenage Homes Limited is a private limited company wholly-owned by the Council, employing 280 staff responsible for the management and maintenance of the Council's social housing stock.

With a new Chief Executive in place, Stevenage Borough Council is a small council with a large vision. They chose to move Stevenage Homes to a Balanced Scorecard approach in support of a series of new Performance Management initiatives.

Managing the roll-out of all the Councils IT programmes, and therefore the delivery of this new initiative within Stevenage Homes, is a small but dedicated team led by Programme Manager Alison Hill.

The Challenge

For 2 years Stevenage had benefited from the flexible ad hoc query reporting and data integration delivered by BusinessObjects Edge Series.

They were keen to investigate a data visualisation tool that could be easily integrated with their Edge Series platform.

'We were recommended Xcelsius,' said Alison, 'because it's specifically designed to create interactive dashboards through a secure live feed to our Edge Series software'. Alison's team did a lot of investigative work liaising with the Council's policy team to review the scorecards they required and the metrics that would be needed. Having taken the decision to purchase the Xcelsius platform, they invited a Business Objects partner to discuss the development of some initial dashboards.

'We were looking for a partner that could support us in the first phases of the deployment.' commented Alison. 'Because of the tight deadlines we were under, we wanted them to help us pull together some initial dashboards and to assist us in getting the most out of the platform from day one.'

'Their recommendation was forty days of consulting services', said Alison, 'which was simply impractical given our timescales and our budget constraints. So we had to find an alternative solution'.

Quick Facts

Industry
Local Authority

Business Plan

Required cost effective, rapid deployment and knowledge transfer.

Results

Project delivered within 2 weeks of initial meeting resulting in considerable savings in terms of time and money. Product knowledge transfer was of such a high standard, Stevenage employees are able to teach their colleagues how to use Xcelsius.

Products

Xcelsius – The first and only dynamic and customizable data visualization software that enables users of different skill levels to create insightful and engaging dashboards from any data source with point-and-click ease.

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

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CONTEMPORARY cuts BusinessObjects Xcelsius project by 35 days



The Solution

Stevenage made contact with CONTEMPORARY, a Business Objects Platinum Partner. Alison and her team met with CONTEMPORARY and outlined their requirements in detail and their need for a quick deployment and knowledge transfer.

'CONTEMPORARY were keen to work with us in the way we needed them to, helping to build some initial dashboards, but also to build up our level of knowledge on the platform so we could eventually build our own,' commented Alison. 'But most importantly, they were able to provide a consultant that could start working with us almost immediately.'

With a final design in place, CONTEMPORARY began work just three days after the initial meeting was held. Working closely with the business analyst team at Stevenage, CONTEMPORARY set up several dashboards in line with requirements, while taking time to explain how to integrate data sources and build customisable reports.

'CONTEMPORARY worked really well with our analyst team,' said Alison, 'providing us such an in-depth knowledge of the platform that by the time they left, one of our own analysts was able to train some of his colleagues on the Xcelsius platform.'

Having worked with Alison's team for five days, CONTEMPORARY kept in touch over the next few weeks, ensuring the Stevenage team were getting the most out of the new system.

The Result

There have been two full quarter ends since CONTEMPORARY completed their work with Stevenage Homes, with a third due soon. In that time the analyst team have been able to develop and deploy sophisticated dashboards providing a real insight into their performance.

'Xcelsius is a really intuitive product,' commented Alison, 'and with CONTEMPORARY's help we have been able to deliver some tangible business benefits to Stevenage Homes quickly, in line with our timescales and our budget.'

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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