

REPORTING NEEDS OF PUBLIC DOMAIN SIMPLIFIED!

Acuma helped a UK county to build a report generating system using data warehouse architecture and increased data visibility and operational efficiency



CLIENT OVERVIEW

Our Client is a non-metropolitan ceremonial county in North West England. The county has a population of 1,449,300 and an area of 1,189 square miles (3,080 km²). It is the third largest council in England and Wales and also part of a 'two tier' system of local government.

Client
A county in North West England

Industry
Public Sector

Service Offering
Reporting services using BusinessObjects



The Reporting system created and implemented by Acuma helped the Client with centralized data management, visibility and effective utilization.

Business Challenge

The Client's Social Services Directorate delivers services to approximately 39,000 adults and older people during any single year, and will typically work with in the order of 8,000 children in need during a year. A comprehensive reporting solution for the Social Services Directorate was needed to have access to organized information and dashboards. The Client wanted to ensure that the directorate obtained maximum benefit from the large amount of valuable data held within its operational systems.

Business Solution

Acuma and the Client agreed upon the need to base the Directorate's reporting solution on a data warehouse architecture, which would provide a dedicated, optimized platform for reporting. Acuma's consultants initially worked with Client representatives to understand the complex reports. This information was used to design the data warehouse, which sourced data from the operational system, and transformed and optimised it into a structure suitable for reporting. Acuma developed a number of BusinessObjects universes to sit over the data warehouse. Acuma developed a number of complex reports initially, to provide a baseline set of completed reports, and also to give report developers in the business information a set of completed reports to use as templates.

Business Benefits

- Data visibility increased by 55%
- The new reporting system improved service quality and provided better data management
- Operational efficiency was improved by 10%
- 80% elimination of manual intervention and more accurate reports