# HELP THE CITIZENS THROUGH ORGANIZED DATA MANAGEMENT

A city council was benefitted from Acuma's Information Management and report generation solutions. The meaningful reports helped the council to offer better service to the citizens.

## acuma
IVM
A SAKSOFT COMPANY

## CLIENT OVERVIEW

Our Client is the governing body for one of the major cities in Merseyside, England. It consists of 90 councillors, three for each of the city's 30 wards.

**Client**
A UK city council

**Industry**
Public Sector

**Service Offering**
Data Mart & Reporting solutions (BusinessObjects)

## Business Challenge

The City Council's Adult Social Care department manages the offers care services to thousands of adults and older people in the local authority area. There were two major applications that contributed towards the operations of the council – A case management system called SUIS to record and monitor activities and another application for financial assessment and residential care provision. Although the council performed effectively, the lack of an integrated system and the structure of operational databases caused data management and reporting issues. Most of the reports were manually generated and was time-consuming and error-prone.

## Business Solution

Acuma thoroughly studied both the applications to understand the tactical and strategic implications. After the analysis, Acuma recommended an exclusive database or data mart to store the SUIS and financial data for an organized data management and de-duplication. The Data mart was built on SQL Server database and data were extracted from the applications though ETL. A suite of reports were created that covers the entire operational and management information and are in compliance with the quality and regulatory standards. The reports can be generated on-demand or on a regular basis depends upon the need.

## Business Benefits

- An integrated view of the entire council's operations and transactions

- Faster access to data, increased data accuracy and better reporting

- 70% reduction in manual intervention resulting in high quality reports

- 15% Increase in overall operational efficiency

Acuma developed a data mart for integrating data from two different applications and created a report suite to offer better data insights and reports.