



# Essential visualisations to inform important internal efficiencies

## Industry case study: public sector

### Challenges

- Data migration to the cloud
- New operating model installed
- Existing reporting tool could not support the business
  - Slow processing speeds
  - Periods of downtime
  - Inaccurate data
  - Limited trust in the output
- Disparate data sources
- Isolated reporting processing leading to inconsistency.

### Solutions

- Licensing and installation of a new data reporting product to suit the customer's specific software needs
- Data preparation
- Data consolidation and reconciliation
- Corporate template reporting
- On-site training to ensure best practice
- Customer support through on-demand and scheduled, Managed Services contracts.

### Benefits

- Software that is fit-for-purpose, enhancing data reporting and visualisations
- Platform scalability
- Improved data quality to generate more valuable insights
- Centralised solution
- Enhanced security
- Clear, easy-to-interpret reports to enable easy identification of key trends
- Trusted reporting to inform essential decision-making tools in managing the organisation
- Best practice processes to ensure consistency and replicability of departmental reports
- Enhanced internal skills.



Implementation of a new reporting system to centralise reporting and improve visual representation of data insights across critical corporate reports.

### Background

Our customer supports a national-scale healthcare system, providing essential data and analytics to ensure efficiency and success within the industry. These insights include metrics such as staff productivity, sick leave, job satisfaction, to ensure staff teams and individuals are best supported to thrive in their jobs.

### Business issue

After the installation of a brand-new operating model to unify IT and data systems, as well as a data migration to the cloud, the customer's existing BI tool experienced significant periods of downtime and could no longer support the business. This downtime led to slow processing speeds and inaccurate data, damaging trust in the teams' outputs.

### Underlying causes

With trust failing in the existing system due to the lack of confidence in its unpredictable performance, individual departments began creating their own reporting and visualisation processes. This led to isolated working, different software and processes across different departments and inconsistent output.

Such variation limited the effectiveness and quality of output, inhibiting the value of the insight generated.

## Vision

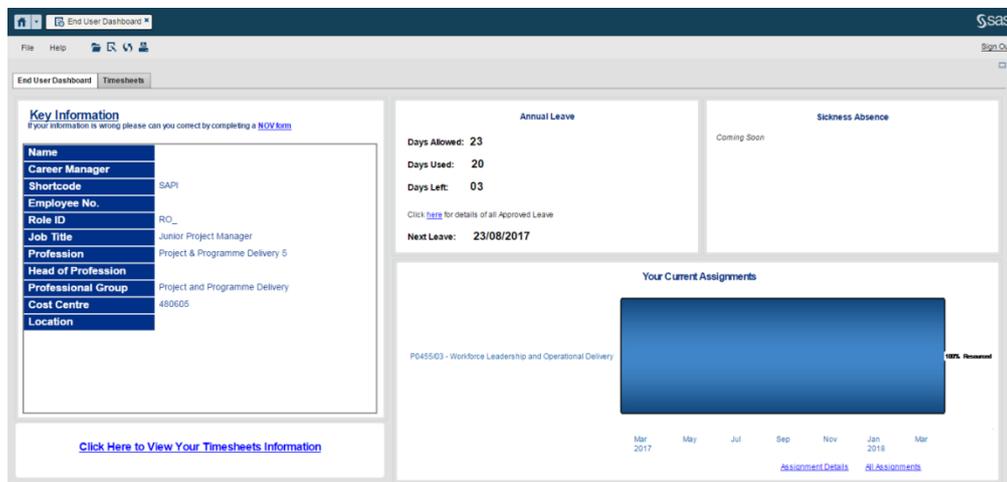
The customer sought an analytics solution to simplify the process for generating valuable data visualisations from its business-critical, internal data. With this insight, the customer sought to identify ways to generate increasing internal efficiencies to realise a quality working environment for employees, in turn achieving maximum output from individuals.

## Amadeus solution delivered

Within six weeks of agreeing the project, Amadeus had rolled out the solution within two key customer departments. This solution fully integrated with the customer's existing cloud hosted data sources to ensure an efficient experience for all users. There were several essential steps to achieving project success:

- Installation and configuration of a powerful, new data reporting product
- Creation of connections between disparate data sources
- Data preparation to ensure quality of the data being processed
- Enhanced security processes to alert to any changes, control roles based on user capabilities and safeguard sensitive data as secure
- Re-creation of existing reports to generate powerful, uniform templates to aid with the easy identification of key trends and patterns. Amadeus also developed an organisational theme to provide a consistent corporate presentation throughout reporting - these are now used at multiple organisational levels
- Training to enhance in-house skills across data creation, platform administration and report creation.

The original project was so successful that the customer sought to roll out the solution to other department to ensure a uniform approach organisation-wide.



## About Amadeus Software – trusted analytics experts

Founded in 1989, Amadeus has an impressive history of supporting its customers in maximising their Return on Investment from data through the application of data analytics and data science across its key business services.



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Amadeus partners leading providers within the industry, including SAS, Microsoft and AWS, to ensure our customers receive the best solution to meet their challenges. These solutions can be across any main programming language, such as SAS, Python, R or SQL.