

## Business Intelligence

### Accessing, sharing and using quality information.

There's a reason why the words information and intelligence are interchangeable. Without reliable, accessible, current information, it's difficult for any organisation to function, let alone plan ahead or compete. Together with your people, information is your most valuable resource. In fact your team is only as effective and as smart as the data at its disposal, because all decisions worth their salt are founded on accurate information.

So, if you find it challenging to quickly, effectively, and economically get access to, analyse, report on, and share the information you need to achieve corporate objectives, then you have a problem. The main issues that crop up relate to:

- Timeliness of the information.
- Poor quality of data on current systems; integrity is vital to avoid 'getting it wrong'.
- No or poor toolsets to enable manipulation of the data into the right format.
- Resource bandwidth and capability to analyse data sources.

### Impact of failure to act

Can you really be confident your information is accessible and accurate? Without reliable, quality data you could be 'winging it'. Do nothing and your ability to make decisions, enhance your business, gain and better serve customers, and stay ahead in the marketplace, are all severely hindered.

- Strategic decisions based on inaccurate data can have seriously negative results, such as misplaced investments and lost market opportunities, affecting the performance of the overall business.
- Business improvement can be stifled. Your market position and share could slip and your profits could decrease.
- Your team could spend a lot of unnecessary time and

effort producing reports on an ad hoc basis, often out of date by the time they are produced.

### Business Requirements

Every organisation should have in place a reliable, dependable Business Intelligence Solution that promptly delivers analytical information to those who need it. Such a solution can help you achieve real business improvement through the timely availability of accurate, meaningful information. When you receive the information, you and all parties you share it with can be fully confident the data is accurate and consistent. But to realise the full value of such a solution, it must be user-friendly, with intuitive applications that meet the needs of all users. Professional, specialist expertise in this area is a must if you are to quickly meet all these aims and boost your information IQ.

### The Capita Business Intelligence Solution

In our view, a solution is successful when it helps decision-makers at all levels throughout your organisation feel confident that their judgements support your company's goals and initiatives. This is only possible if management have the ability to make these strategic and tactical 'calls' based on sound information. We bring intelligence to your information management through our:

- Business Driven Consultancy. Capita's professional service team will analyse your business requirements, so that we can design a BI solution that addresses your specific needs.
- A three-layer strategy. The three 'workloads' we focus on for delivering BI are: data warehousing, reporting and analysis, and performance management. These are designed to provide a consolidated, comprehensive data source, together with tools to help improve decision-making.

- Track record for excellence. Our solution will be able to demonstrate the integrity of the data at all stages of the data lifecycle.
- Independent view. As an independent service provider with no ties, we have access to a wide range of expertise from numerous software vendors. This gives us greater scope to find the precise software solution to match your exact needs.

## Benefits of the Capita Business Intelligence Solution

What a difference the right information at the right time can make to your own and your customers' confidence in your organisation! With Capita Managed IT Solutions, you enjoy the benefits of:

- A fully integrated set of BI technologies that can help make organising and distributing information far less complex and lead to competitive advantages, overall better decisions, and an improved bottom line.
- A solution that is rapidly deployed using proven methodologies. This ensures successful implementation, leading to timely analysis of the information provided.
- A robust programme that will provide continuity of analysis, enabling consistent and meaningful planning founded on solid facts.
- Improved profits, business processes and customer satisfaction.

"The lack of readily available management information was causing the Trust serious issues. Capita, in conjunction with Microsoft developed and deployed a solution for us using Business Scorecard Manager on a Sharepoint platform. This has resulted in Senior Management having the ability to view their KPIs in a traffic light system with the facility to drill down to detailed views of the information. It has benefited management in allowing better informed decisions to be made and benefited IT staff in reducing the time spent in report production".

Mark McBurney, Information Systems Manager,  
South Eastern H&SC Trust.

