



Agile Analytics – Lean BI Lean Government Masterclass

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Welcome

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- Introduction
- The Challenge
- Principles of Lean
- Lean Data Capture
- Why QlikView is agile
- Case studies
- Questions

- Adopting technologies that enable automated, unstructured data collection can allow you to benefit from greater business discovery
- We will demonstrate how business discovery can give you insight, and how lean benefits improve quality and productivity, as well as reducing risk and cost of ownership.
- In the new world of having to do more with less, you need your IT solutions to help your processes to be people-less, paper-less and pain-less
- We will demonstrate how QlikView can deliver business discovery in a manageable easy to analyse manner.

...The Challenge

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...making the difference

Reduce operational costs:

- Local and national targets to reduce cost / overheads
- Standard business processes
- Specific and unique processes
- Many expensive manual processes
- Technical cost pressure – Cloud future



“The Government has made clear that deficit reduction is its most urgent priority. The Chancellor of the Exchequer and Chief Secretary to the Treasury announced that the Government would save over £6 billion from spending during this financial year. Included in that savings package were £1.166 billion reductions in grants to local government.”

Eric Pickles MP – Sec of State for Communities and Local Government

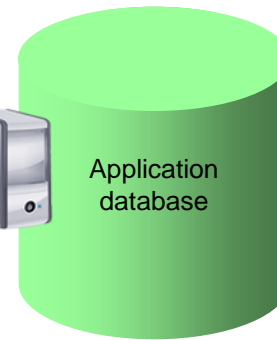
...Principles of Lean

- Deliver Value
- Eliminate Waste
- Continuous Improvement
- Perfection
- Empower people at all levels
- Enable collaboration

Perfection



Real-world interactions



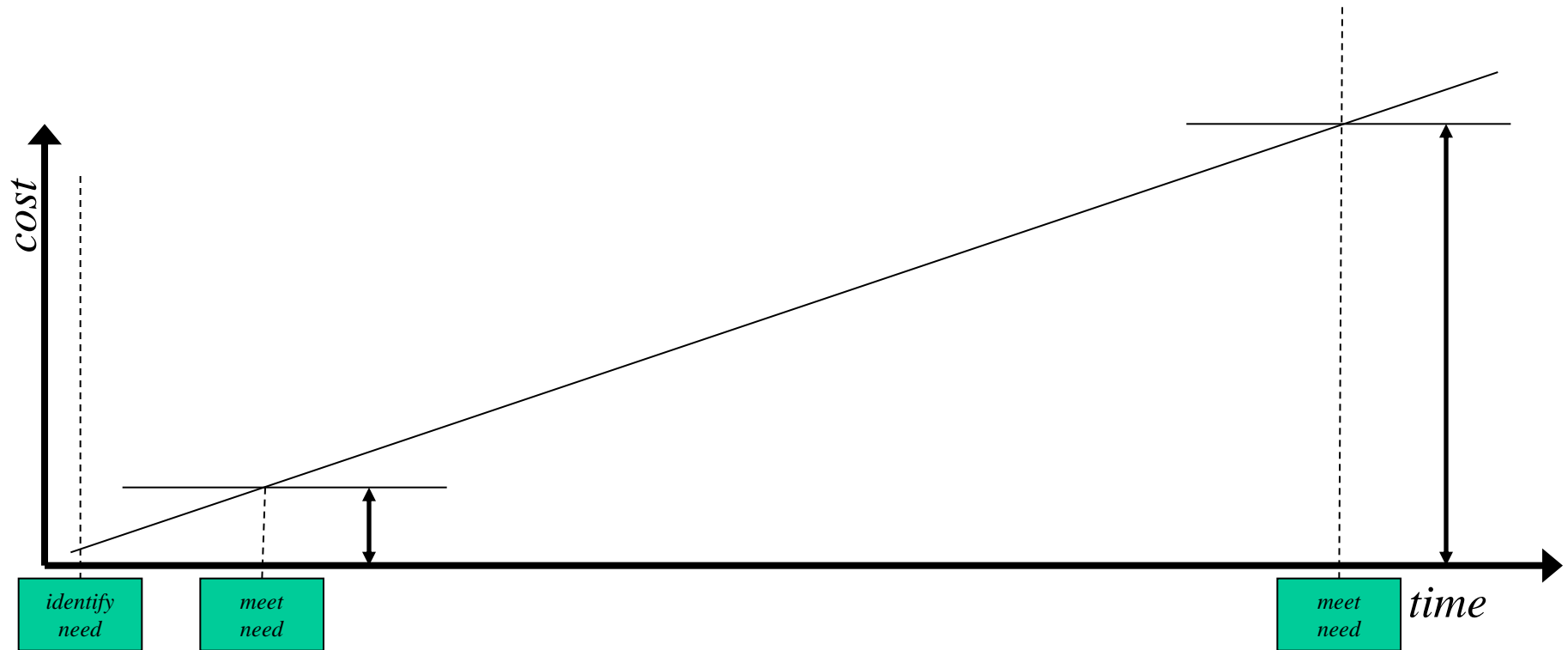
Application
database



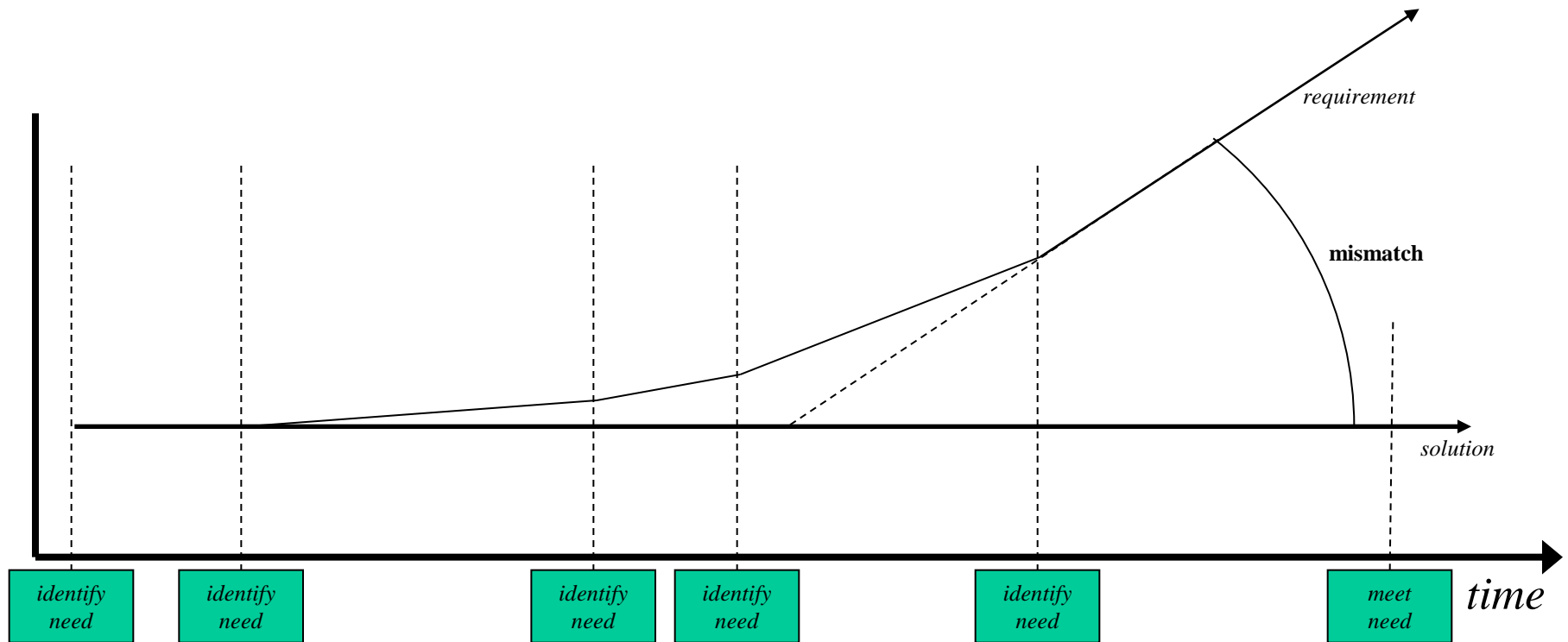
Power of Analytics

- 75% of knowledge workers admitted to having made business decisions that later turned out to be wrong because of poor quality data (*Source: Harris Interactive*)
- The cost of not having information is \$48,000 per week for enterprises with 1,000 employees (*Source: IDC*)
- The average company now has 2.5 times more data than it did just three years ago – and it's expected to grow x10 in the next four years (*Source: Aberdeen Group*)
- Enterprises that have invested in giving their knowledge workers the tools to interact with and share data are 2.2 times more likely to outperform their peers including generate 1.6 times more revenue (*Source: IBM*)

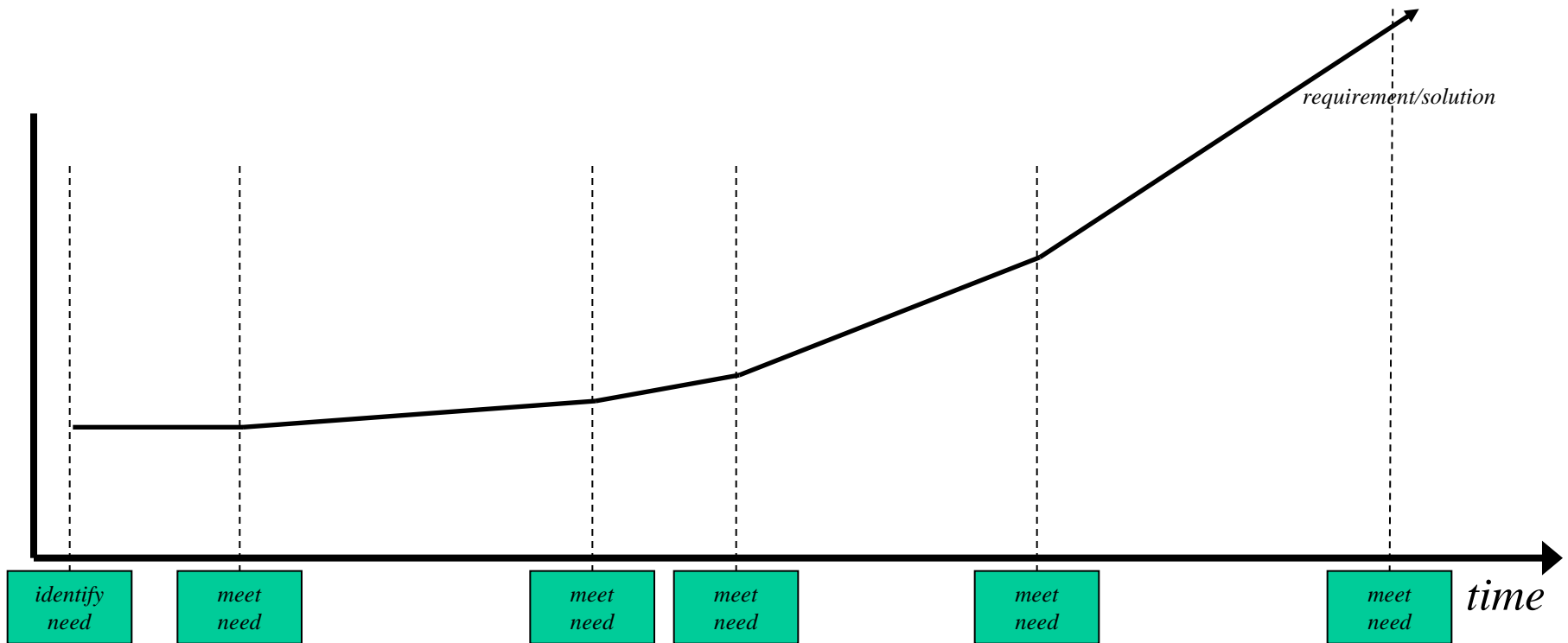
Quick is good



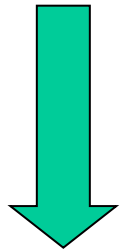
Traditional Outcome



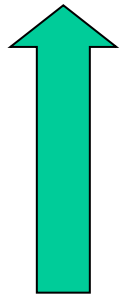
Agile Outcome



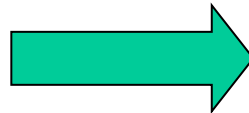
Quick is Good



Cost



Effectiveness



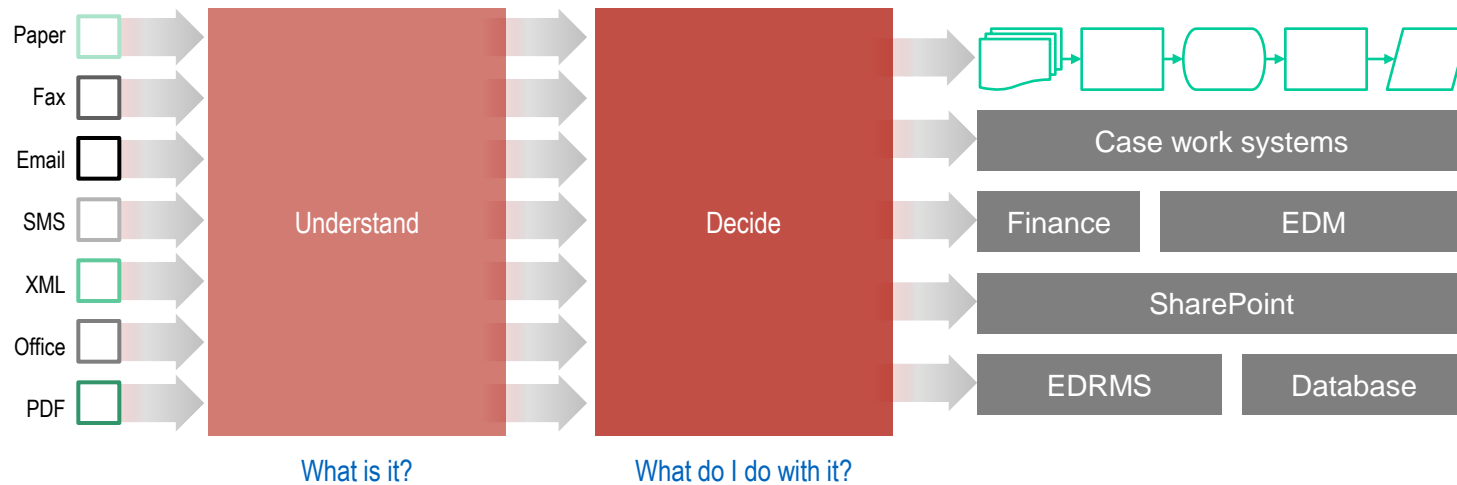
Better Solution!

Lean Data Capture Core Values

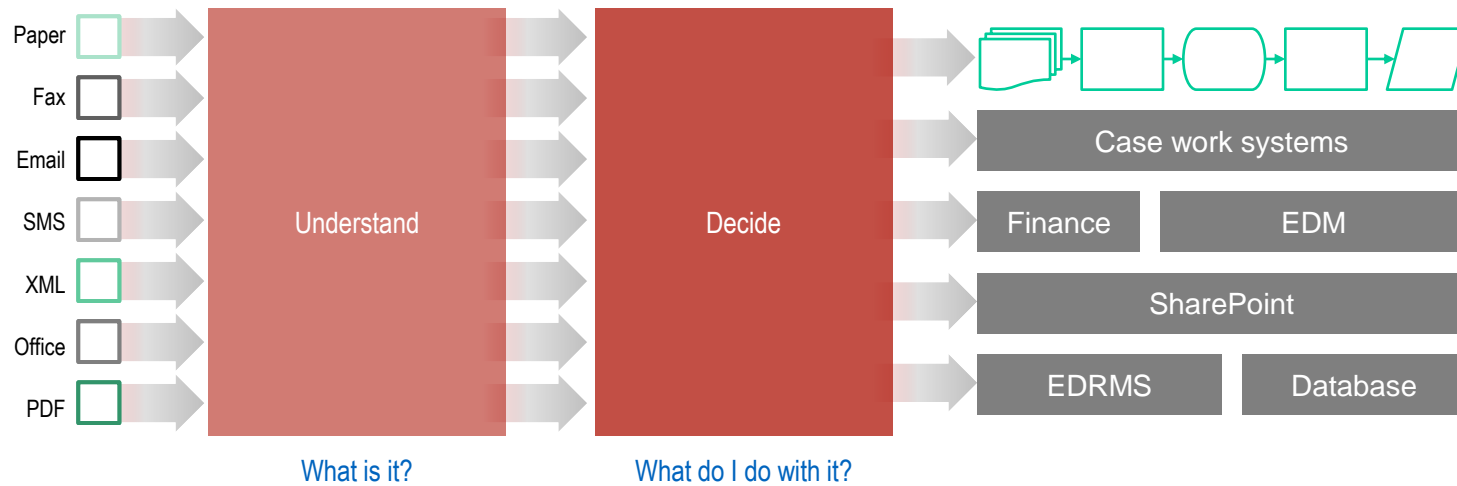


- Capture at Point of Origination
- Capture to archive and process
- Remote capture on many types of devices
- Touchless processing of e-Docs

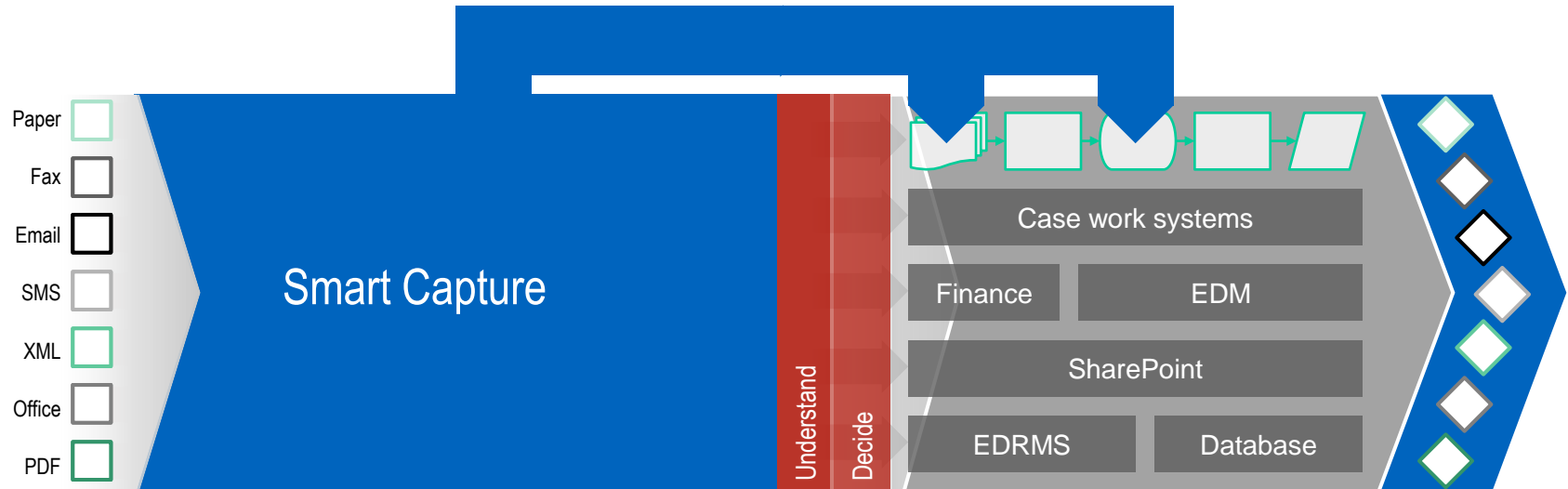
Capture Driven Processes



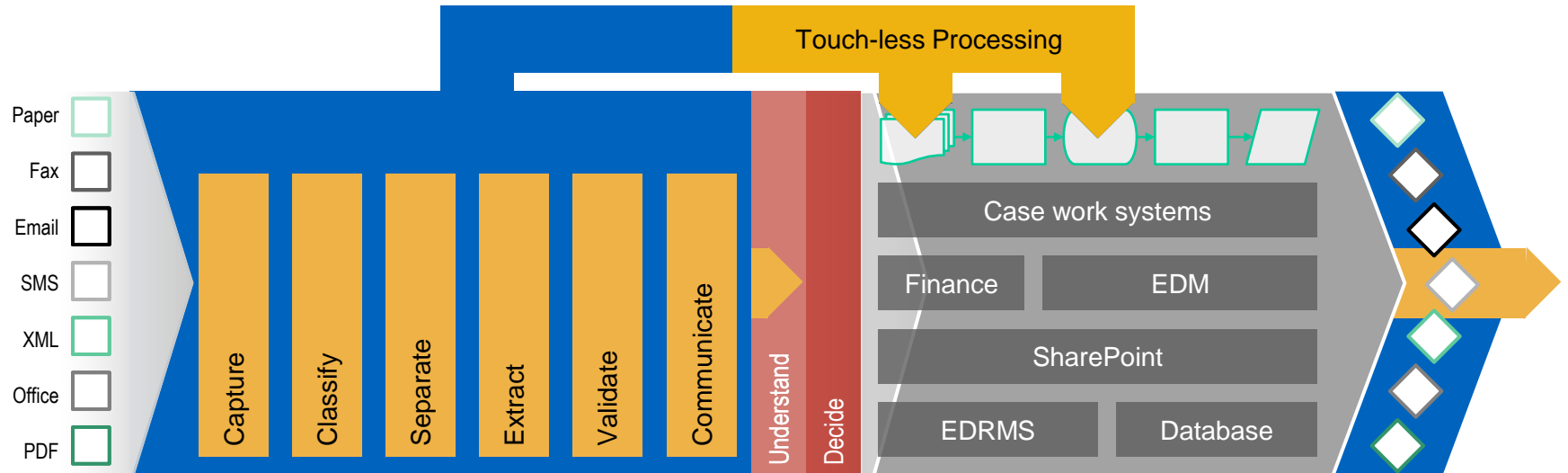
Capture Driven Processes



Capture Driven Processes



Capture Driven Processes



Requirements for Lean BI

- Ease of Deployment
- Ease of Use
- Ease of Evolution
- Flexible connection – optimal data sourcing
- Flexible delivery
 - pervasive information availability

Lean BI

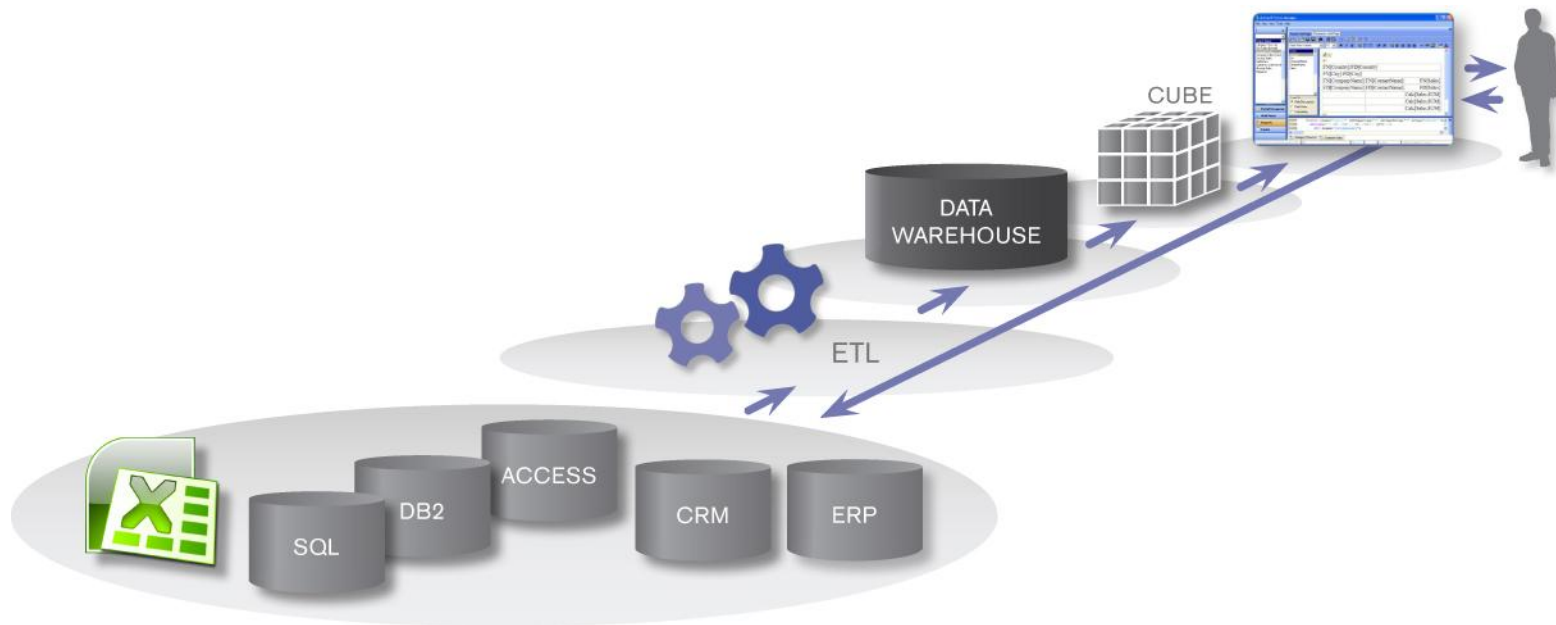
- enables continuous improvement
 - full-spectrum
 - flexible
 - evolutionary
- enables pull
- eliminates/reduces waste
 - effort
 - resources
 - time
 - frustration
- reveals value

Benefit

- Reduced iteration time/cost
- Quick Win → Repeated Win
- Improved process
- Low TCO
- Early realisation of ROI
- Improved bottom line

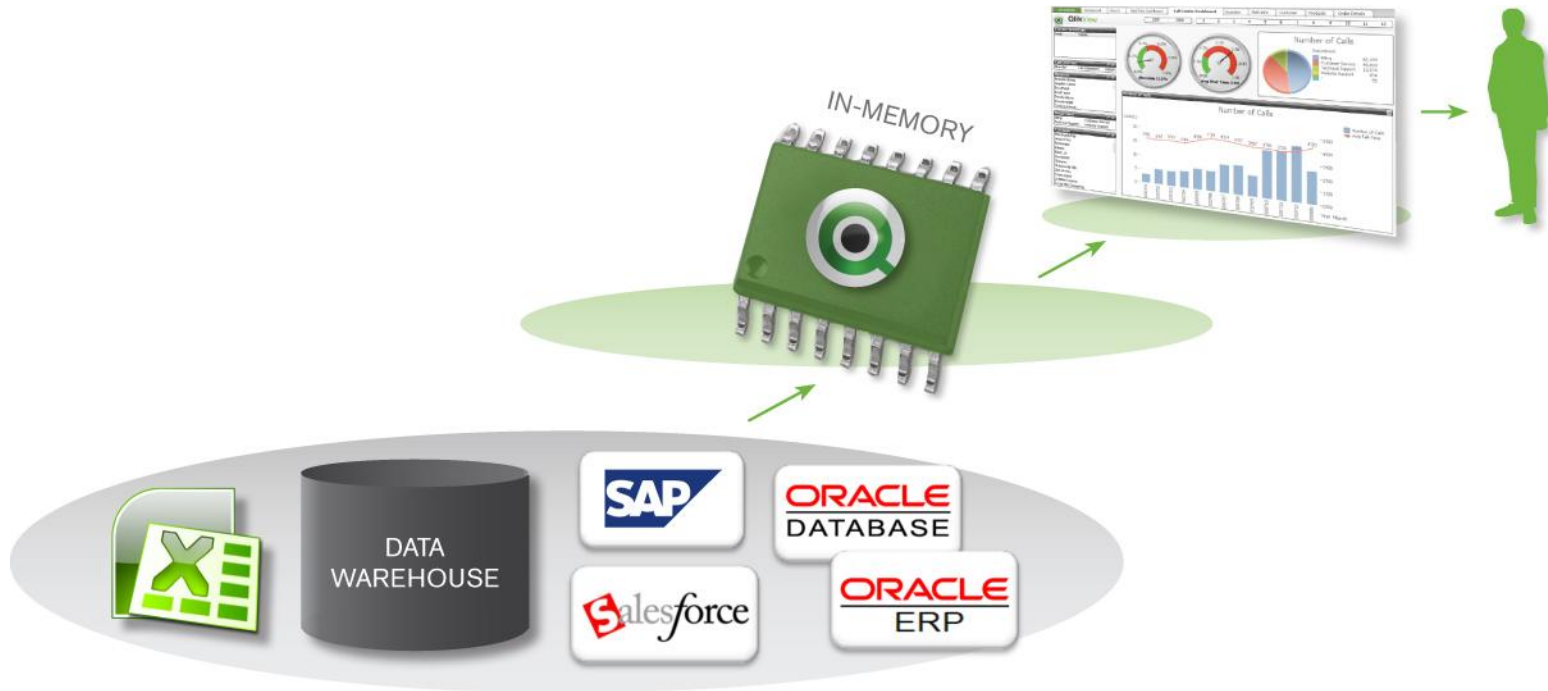
The Traditional BI Data Approach

1. Data sources pre-determined by IT
2. Data goes through ETL (Extract, Transform, Load) process
3. Data loaded into data warehouse and modeled into cubes
4. Data loaded into BI app
5. Every time data changes, it goes back and forth through this process



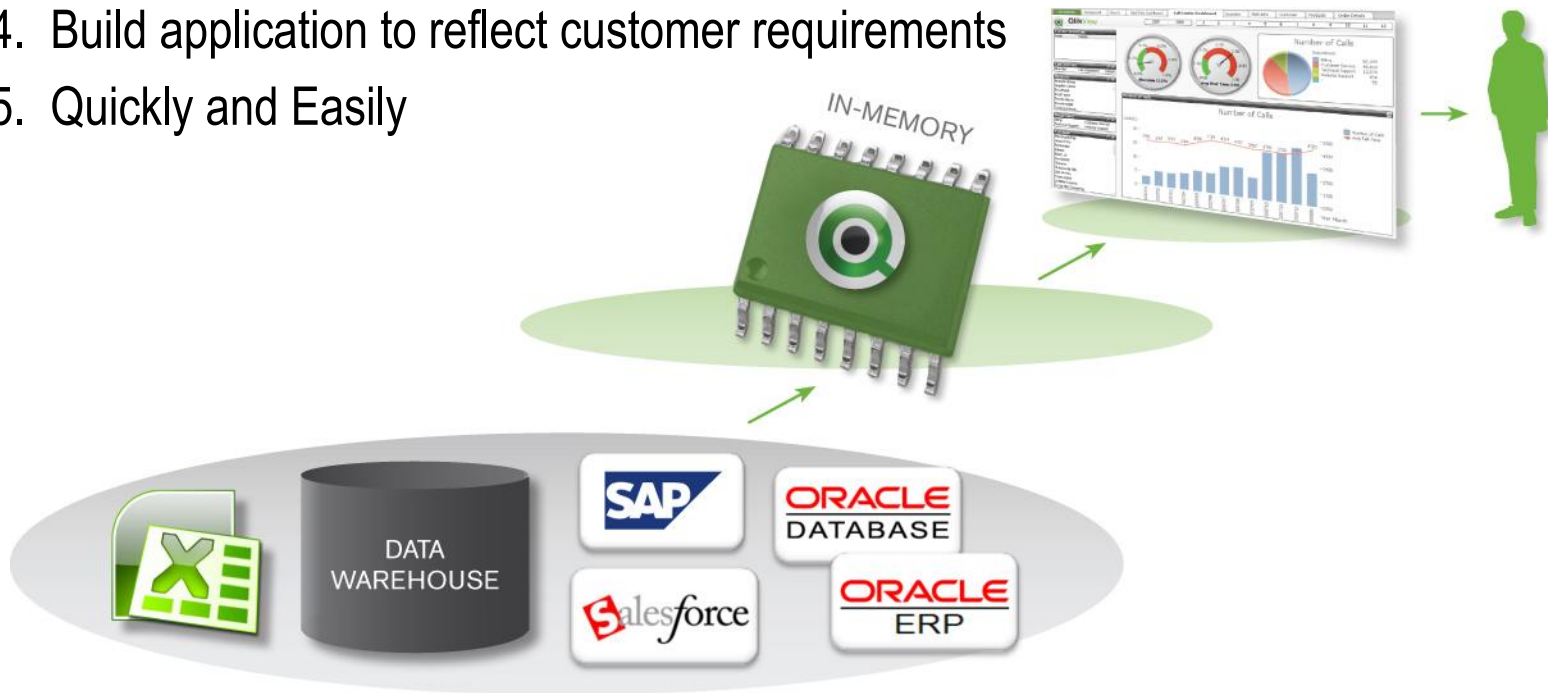
QlikView's Unique, In-Memory, Associative Technology

1. Easily consolidates multiple data sources
2. Loads all data into memory
3. Enables real-time associative search and analysis



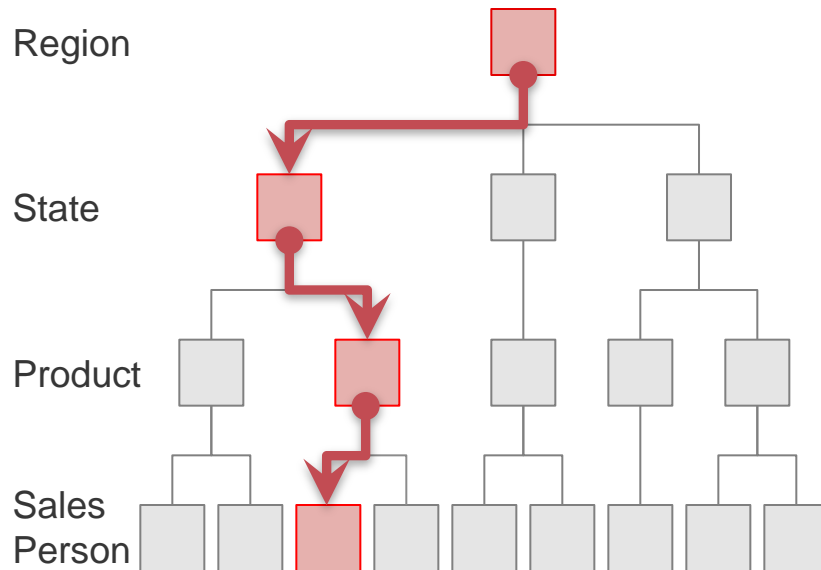
QlikView's Unique, In-Memory, Associative Technology

1. Establish end-user requirements
2. Determine the correct data sources
3. Extract and consolidate the data
4. Build application to reflect customer requirements
5. Quickly and Easily



Associative Search Puts Users in Control

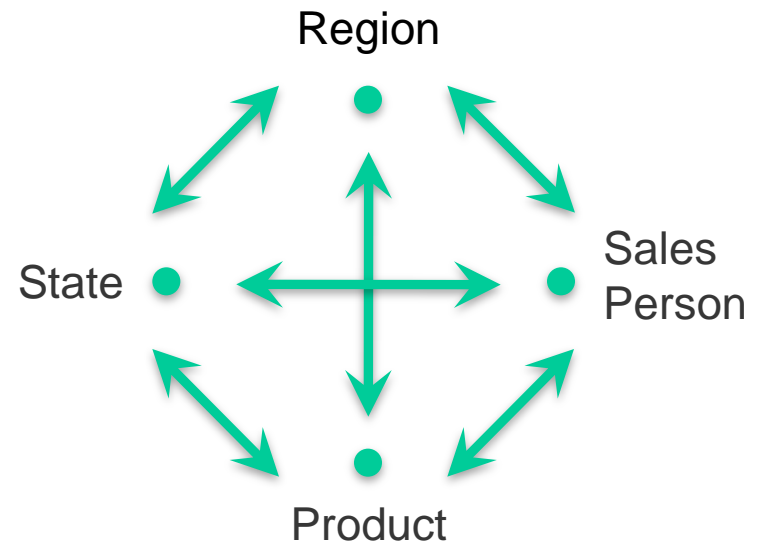
Traditional



IT Driven

- Linear, pre-defined thinking
- Insights missed in hidden data
- Months to change
- Data-centric

Associative



User Driven

- Follows the user
- All data, always visible
- Minutes to change
- Insight driven

Empowering Business Users

- “Pull model” gives users what they need when they need it
- Easily analyse and drill down into key elements of the business
- Forecast, trend and create What-If? Scenarios
- Create self-service custom apps and dashboards



QlikView Demonstration

NATIONAL HEALTH SERVICE



The publicly-funded healthcare system of England, providing the majority of healthcare in the country.

Challenges

- Needed to consolidate, visualize and analyze financial data across all regional NHS hubs
- Wanted to reduce contract spend throughout NHS supply chain

Solution

Deployed QlikView to regional hubs and financial personnel nationwide for:

- Benefits reporting
- Spend vs. cost analysis
- Supplier and purchaser analysis
- Organizational benchmarking analysis

Results

- \$66 million in procurement cost savings over two years
- Improved regional hub performance through better data insight
- Significant reduction in management time spent on reporting and analysis

\$66 MILLION IN PROCUREMENT COST SAVINGS

“We wanted to find a front end to present all our management information with a web-based business intelligence tool that in one place captured all that a manager would need to know.”

Challenges

- The trust wanted to make patient level costing available across the organisation through a web-based business intelligence toolset. It needed a system which would make information more easily accessible, easier to understand, and fully transparent

Solution

- The trust initially implemented QlikView for patient level costing. It is now able to study other areas such as patient care and safety, patient experience, clinical excellence, valuing staff and finance. There are 1,000 QlikView users at the trust.

Results

- Quick, easy to use, flexible, fully transparent • Users are able to answer questions raised and present information that people have never been able to easily access before • Managers can respond to the requirements and information needs of front line staff
- Users can easily drill down to detailed patient and staff data (where available)
- Resources, activity, costs and income can be attributed to individual patients wherever possible

In 20 years as a Chief Executive Officer in healthcare I have never seen a better investment in information systems than QlikView. It is as simple as that and the return on investment I think is fabulous.”



DEVON AND CORNWALL POLICE



Challenges

With ever-increasing levels of data and pressures to present this information and analysis in a meaningful and timely manner internally, to the Home Office and other agencies and the general public, it became clear that more efficient and effective data management systems were required

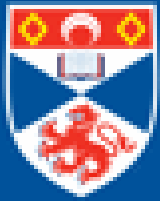
Solution

- The initial deployment and implementation of QlikView was surprisingly straightforward for Devon and Cornwall Police taking just under four weeks. The system went live on 1st February 2008 with one QlikView application; subsequently they have gone on to implement and manage over 50 throughout the Force

Results

- £256,250 saving in labour time
- £80,000 saving in training costs
- £925,000 saving in technology costs
- 97% accuracy rate in statutory data submissions for the national crime mapping initiative using QlikView against a national average of 67%.
- Delivers more accurate, detailed, relevant and useful management information than previously possible

QlikView has supported the remodelling of many processes both within policing operations and those within the performance unit itself => greater efficiencies



University of St Andrews



Challenges

- Issues with quality and structure of data at source.
- Required an effective business intelligence tool that was fast, user-friendly, quick to develop, quick to learn, able to connect diverse existing data sources and with the capacity to enable the University to do what it needed to do.

Solution

- Implementation was achieved at the University in 2010 using just ten days Consulting Services
- Applications for Registry, Student Recruitment and Admissions, HR, Finance and Estates
- 9 further systems in development
- Takeup by academic schools beginning to develop their own applications

Results

- QlikView applications have already enabled the institution to achieve efficiencies and enhancements in the provision of its diverse management and administrative services.
 - Progress has been most notable in HR and Finance where connectivity between their respective data sources has been achieved to mutual benefit.
 - QlikView is now considered to be integral to the University's strategic plan because of its capacity to join up diverse data sources and to provide greater confidence in the data by exposing issues at source.
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Questions?

Thank You

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