

CASE STUDY

Warwickshire County Council Improves Service Delivery with Centralized Reporting and Dashboards

Industry

Local Government

Challenge

The Council needed a better way to effectively measure services and communicate results to management and residents.

Results

- Gained a single dashboard with a clear overview of the Council's core projects and milestones
- Saved significant time and labor on data collection and reporting
- Improved ability to monitor, analyze, and continuously improve reporting and service delivery—despite budget and staffing cuts

Products

- Rocket® Business Intelligence

Application

- Business Intelligence

Company

Warwickshire County Council serves a population of more than half a million people across five boroughs in the United Kingdom. Its mission is to develop and deliver quality services targeted to its citizens, ranging from education and libraries to transport, public safety, social care, business, and public health.

Challenge

To evaluate and continuously improve its services, the Council regularly compiled statistics based on hundreds of different criteria. The organization comprised four groups: people, communities, resources, and fire. Each of these groups had one or more performance managers who were responsible for reporting on results specific to their area.

Warwickshire performance managers relied heavily on spreadsheets, with each manager collecting, collating, and reporting data separately. The Council also deployed a performance management system, but not all departments used it, and the system was nearing the end of its license agreement. Because the reporting process was extremely time-consuming, the corporate performance team struggled with aggregating the data into one actionable view with clear metrics and potential recommendations for improvement. To address this scenario, senior management initiated a search for a solution that would provide greater transparency across the entire organization.

Solution

Warwickshire County Council issued a tender for new business intelligence software, reviewing four vendors as part of the evaluation process. After a detailed comparison, the Council selected Rocket Software BI solutions because of their low total cost of ownership and projected time to value. The Council sought to combine and transform high volumes of raw data into meaningful information through a single dashboard, with easy-to-understand reports and graphics. The final requirement was to communicate, track, and manage operational effectiveness across all areas.



Results

The team deployed the Rocket solutions in just three weeks, followed by a single day of training. Steve Haworth, management information dashboard project manager at Warwick County Council, stated, "The Rocket Software team set a tough deadline and worked extremely hard to ensure this was met. My team and I are not technical experts, but the Rocket trainers were really patient and explained everything thoroughly. They were great teachers, and we felt comfortable asking them any question, big or small."

According to Haworth, "This is what the Council members and senior management have wanted for a long time. We now have a dashboard that gives us a single unified approach to monitoring projects. You can see how every single project within the Council is performing at any time, with milestones and status indicators to make the information easy to understand for senior management."

One of the most significant benefits to Warwickshire County Council was the amount of time that the new solution helped the Council save on collecting data and creating reports. Users in different departments could now enter data themselves, so that performance officers were no longer forced to spend time gathering the information. What's more, the team could generate reports at the touch of a button.

"Every Council has experienced cuts, and unfortunately it is no different for Warwickshire," Haworth explained. "However, the Rocket tools have meant that a previously cumbersome and time-consuming process has now been streamlined enormously. Our staff numbers are continuing to decrease, but thanks to Rocket, we have been able to significantly improve the standard of our reporting with a smaller number of staff."


Haworth concluded, "With such a basic original system involving work from so many people, it's impossible to make a precise comparison, but the benefits of the new Rocket reporting and dashboard solution are enormous. It's not just about the time efficiency; it gives us an entirely new level of understanding of how we are performing across the Council as a whole through visualizations that everyone can easily understand."

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Steve Haworth
Management Information Dashboard
Project Manager
Warwickshire County Council

 rocketsoftware.com

 info@rocketsoftware.com

 US: 1 855 577 4323
EMEA: 0800 520 0439
APAC: 612 9412 5400

 twitter.com/rocket

 www.linkedin.com/company/rocket-software

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 blog.rocketsoftware.com