Business Analytics

At a municipality

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Objective

- To improve the reporting and analytics capabilities of the organization
- To provide dashboards that are easy to refresh and/or connected to live sources
- To provide additional visibility to the business in regard to their operations
- To improve the efficiency of reporting

Approach

- Analyze information in available systems
- Develop governance and structures for stewarding to new tools and processes
- Work with data teams to set up live storage of system data
- Identify gaps in system and set up workarounds for short term reporting
- Modify business processes if required to integrate upcoming tools
- Utilize PowerBI as visualization/relationship connection tool.
- Engage business units to review dashboards
- Improve dashboards based on business feedback and needs

Solution

Dashboards were developed to provide visibility, and to monitor and improve multiple areas within operations.

- **Work Order Dashboards focused on:**
  - Preventive maintenance
  - Corrective work
  - General work
- **Notification dashboards focused on:**
  - Master data requests
  - Malfunction reports
  - Inspection reports
  - Service notifications
  - Downtime reporting
- **Inventory Dashboards focused on:**
  - Total stock, cost, location, and classification of inventory
  - Spares underutilized
  - Valued and non-valued inventory
- **Service Order dashboards focused on:**
  - Operations activities
  - Non compliance reporting
  - Rework activities

- **Project Management dashboards focused on:**
  - Financial reporting
  - Cost visibility
  - Long term planning
- **Process & Governance dashboards focused on:**
  - Requests and tasks
  - Data conversion
  - Delinquent orders
- **Monthly financial dashboards focused on:**
  - Cost center information
  - Budget vs actual validation
  - Equipment allocations and revenue recognition
  - GL accounts

End Result

- Enhanced visibility & insight into multiple business activities & datasets
- Dashboards connected to live data and /or time to update significantly improved
- Business users now able to manage

- Overdue orders **reduced from 49% to 7.6%**
- Compliance of inventory classification **improved from 20.1% to 99.5%**
- Orders requiring field management approval **reduced by 37%**
- Delinquent items in Equipment Bill of Materials **reduced by 74%**