

Delivering the Vision: BICC

Like many solutions that span people (both technical and non-technical), business process, IT technology, and those which undergo rapid adoption, Business Intelligence solutions have endured a 'love-hate' relationship with every industry and application. At this stage in the development life-cycle and adoption of Business Intelligence software the benefits have now been well established, and businesses have proven the return on investment in the short to medium term, but many organisations still struggle to realise and maximise the promised value in the 'very' long term.

When did it go wrong?

Establishing why an organisation's investment into a Business Intelligence solution falters in the short-term, between 6 months to 3 years, usually involves little more than evaluating the original project scope. A failure to align business requirements with technical architecture, or lack of focus on user adoption, are just two of the typical causes.

Failure to realise long-term pervasive BI competency is equally caused by a simple fault at the initial scope. The failure to extend the vision of the project past the scope of any first phase delivery, results in a situation where there is no framework for guidance in long-term continued development of the solution. Realisation of short term benefits and disseminated responsibilities & ownership make this situation difficult to rectify. Instead of one initial investment cycle in solution development, followed by a continual measured reinvestment, an organisation exhibits a 'boom and bust' attitude towards Business Intelligence; a solution is developed, it decays, it's replaced wholesale. The solution fails to pervade the breadth of the business and align all business processes at all levels.

What's the solution?

From the Executive sponsors through to operational managers, and across the functions/divisions of the

business, the organisation must not only recognise the need for cultural change in the acceptance of the solution, but cultural change in long-term attitudes toward the solution. Both business changing conditions and changes to the technical functionality of available software, alongside the changing nature of the information itself, must be comprehended to drive long-term ROI.

As part of the initial road-map the ultimate goal of self-sufficiency and internal BI competency must be discussed, and all works leading to that point templated to provide the essential tools for the creation of a Business Intelligence Competency Centre (BICC), its essential functions will be:

Solution Management: Application deployment standards.

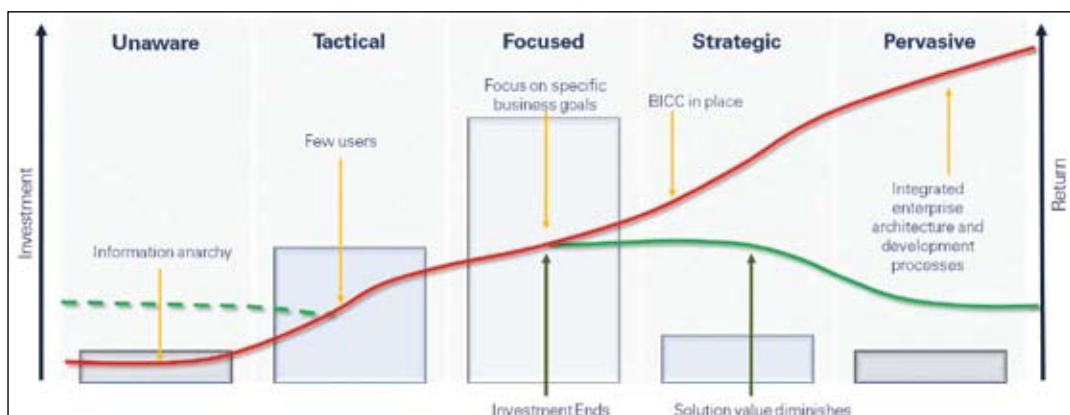
Data Conversion: Metadata, new feeds, definition and ownership.

Vendor Management: Technology evaluation, licencing, support, management.

Information Dissemination: Tools, training & support.

The creation of a BICC delivers the ultimate goal of pervasive BI. For this we offer our marketing leading BICC service, **visualunite**:

www.visualmetrics.co.uk/visualunite



New Wins

B&W Bowers & Wilkins

B & W Speakers

Bowers & Wilkins, one of the UK's long standing industry leaders in the production of loudspeakers for hi-fi and in-car entertainment, has engaged **visualmetrics** through its strategic SAP solutions partner Birchman Group, to assist in the development of a Business Objects Business Intelligence platform to supply its Management Information requirements.

Market leading British bank

As part of its drive to restructure and regenerate, whilst ensuring public confidence and value for money, the bank has engaged **visualmetrics** to undertake a series of programmes of work to redevelop the bank's Management Information platform. The first phase includes a complete migration and audit of the bank's Business Objects 6.5 software and infrastructure to Business Objects XI r3.



Allwite

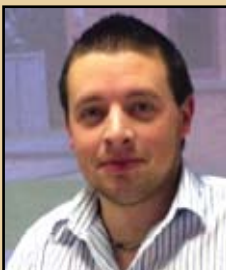
Over an 18 month period **visualmetrics** has delivered a series of services, and supplied Cognos tools, to assist Allwite deliver its customers with an analytics platform for commercial property performance measurement.

Places for People

visualmetrics are pleased to announce that Places for People group has contracted **visualmetrics** to continue developing the scope of its Performance Management platform, with an extensive phase focused on the performance of its Decent Homes programme.



visualmetrics Welcomes



Steven Cutler

Many of you will have already met, or spoken to Steve, as he has been with us now sometime. His arrival was too late to make the last newsletter, but we still wanted to make his welcome notice official... we also knew he'd loathe seeing his picture in here!

A methodical worker with a customer focussed, can-do attitude, Steve is an excellent addition to our growing support department.

Milena Aleksandrova-Nikolova

Milena joins **visualmetrics** to help deliver on our long-term goal of being recognised as the industries continually most customer focused information solutions provider. Milena's varied role includes supporting the sales cycle, assisting with marketing initiatives, helping with finance and cash-flow and being the first line of contact for all customer enquiries.



Charity



Following the success of the Nicola's Fund charity ball, which was both a great fundraiser, an excellent social evening, plus a series of fund raising activities, **visualmetrics** has continued its work with the charity, helping to design and deliver a new website in keeping with the charity's outstanding work. In collaboration with Eclipse Creative Consultants, and through their in-depth knowledge & skills, we have together created a website which delivers, and will continue to deliver, against all of the charity's functional requirements:

www.nicolasfund.co.uk

We invite you to visit the site and get involved with help the charity's outstanding works.

The aims of Nicola's Fund... To improve the quality of life for children with cancer. To provide support and help for the families of children suffering from cancer.

New Products

visualavenue



Over the past twelve months, **visualmetrics** has completely redeveloped its **visualavenue** Performance Management platform, subdividing it into a series of modules against the key functional requirements of a Social Housing function. These modules aggregate to deliver the complete industry best-practice Performance Management platform:

Executive Performance Management

Monitoring, managing and ensuring on-going fulfillment of Executive initiatives, regulatory compliance and delivering insight into organisational performance.



Repairs & Maintenance

Operational excellence and cost-control of the repairs function: Maximise scheduling effectiveness, analyse efficiency, ensure quality of service, deliver regulatory compliance and streamline cyclical safety.

Tenancy & Voids

Ensuring tenant satisfaction & service, regulatory compliance and cost-control: Reduce arrears through tenant profiling, monitor and manage performance and

revenues across schemes, geographies, and subsidiaries, analyse revenue forecast and asset values, understand void impact and control the cost.



Commercial Developments

Manage long-term capital investments to maximize return, ensure decent home standards and suitable accommodation.

Income & Expenditure

Deliver best-practice financial management across the Social Housing Operation.



Budgeting & Planning

Manage the budgeting cycle to ensure even allocation of resources and control of cost against plan: Control operational cost, track budgets vs. actual, reduce budgeting cycles, ensure fiscal prudence and appease the regulator.



visualchart



visualchart, is a consulting service which deploys methods, tools and practices so Leadership can understand how Business Strategy is supported and driven by Performance Management. The series of workshops delivers a complete Performance Management strategy roadmap to deliver against the business' imperatives.

visualunite



visualunite is **visualmetrics** practical and proven service offering to establish and implement a Business Intelligence Competency Centre (BICC) bringing together a small team of experts to address strategic and tactical focus areas that span the organisation.

visualcontrol



visualcontrol budget planning software makes it easier to control access to budget information anytime and anywhere. Businesses will have access to information to make informed budget decisions instead of arbitrary estimates. With the budgeting capability, a safe, error free environment expedites the budgeting process while providing a comprehensive view of your financial data.

Events

SAP User Group Annual Conference – Manchester Central

As an established SAP partner with long term experience and technical skills assisting SAP customers to deliver Business Intelligence solutions for competitive advantage, **visualmetrics** were delighted to exhibit at this year's SAP User Group Annual Conference in Manchester. We'd like to thank all those that came to visit the stand.

CIH Harrogate – Harrogate

As part of its newly formed strategic partnership with the industry's leading Social Housing management application, Northgate Public Services, **visualmetrics** were delighted to attend this year's CIH Harrogate Exhibition as part of Northgate's delegate team. With nearly 500 exhibitors, the event covers every aspect of Social Housing Operation.

IIS Customer Conferences

IIS is one of the leading SAP Business One ERP consultancies, focussed on the requirements of the small to mid-sized organisation. To assist their customers in exploiting the wealth of information they lock away in their operational applications, **visualmetrics** have been working to help deliver a suite of competitively priced dashboards and reports to meet their key requirements. These were demoed as part of **visualmetrics** attendance at IIS' customer conferences in Dublin and Manchester.

New Partnership – Northgate

visualmetrics are delighted to announce a strategic partnership with the Social Housing sector's leading Housing Management applications provider, Northgate Public Services.

In partnership with Northgate Public Services, **visualmetrics** is uniquely positioned to assist Northgate customers in exploiting the information stored within their operational applications, to deliver pervasive Performance Management utilising the **visualavenue** solution.

Chris Coan, **visualmetrics** Managing Director commented: "We are delighted and excited to have the opportunity to work with Northgate as their preferred partner for Housing Performance Management. The combined intellectual knowledge of both parties will ensure the **visualavenue** solution continues to exceed customer requirements as this industry's demands change".

Further information – www.visualmetrics.co.uk/northgate-housing



Our Business Partners

To achieve the business objectives of being a premier organisation in the delivery of Analytical Applications, which derive business value for its clients, **visualmetrics** recognises the need to have a range of business partners who fall into three distinct categories:

PRODUCT PARTNERS who develop industry leading BI tools & BI suites. These are core components of the applications which **visualmetrics** already has, or will develop for custom specific reasons.



APPLICATION PARTNERS who have market leading operational applications, in chosen business sectors & operational areas. Their clients have requirements for information analysis, which is satisfied by the applications and consulting services of **visualmetrics**.



SERVICE PARTNERS who are recognised industry experts in management consulting, and technical consulting areas.



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