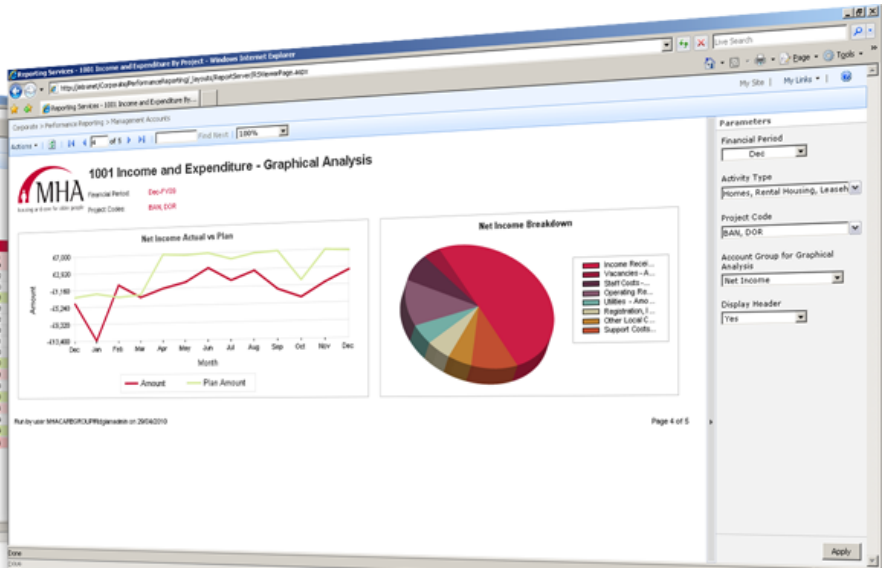


Solution

In response to MHA's requirements, Ridgjan recommended a solution built on the Microsoft platform. Benefits of this technical solution included:

- Microsoft are seen as a clear market leader in Data Warehousing, Business Intelligence and Portals/Collaboration platforms.
- Flexibility to deliver a solution tailored to exact business requirements
- Affordability and on-going cost of ownership
- Based on standard tools such as Internet Explorer and Office
- Good fit with existing IT infrastructure on both servers and desktops
- Aligned with in-house skills geared up to support and develop Microsoft-based platforms
- Existing relationship with Microsoft for support and licences
- Browser based access to information for ease of use and deployment



Use Case

MHA employees now have fast access to powerful information and each has the flexibility to display it in a format that suits their requirements such as dashboards, graphs, charts and spreadsheets. Information can be exported into other familiar Microsoft Office applications such as Word, Excel and PowerPoint for ease of further analysis and presentation.

The following represents a typical use of the Business Intelligence facilities:

- Regional Dashboards shows a Regional Service Manager how their area is performing against the defined Key Performance Indicators (KPIs)
- The Regional Manager can then drill down into each home within their area via the Home dashboard, which shows how each individual home is performing against the defined KPIs. Each Home Manager also has access to this specific data relating to the home under their responsibility.
- For each home, the Regional or Home Manager can view a summary of all the information relating to the KPIs in order to identify issues.
- Income and Expenditure can be viewed in order to evaluate actual performance against plan and to spot patterns and trends, allowing managers to make informed operational decisions in relation to their area of responsibility.

Benefits

The BI solution provides the following advantages:

- Timely, accurate and appropriate information delivered to managers throughout the organisation
- More informed decision making at both operational and strategic levels via Dashboards, KPIs, Mapping and Operational Reports
- Central repository with drill down facilities for root cause analysis, boosts productivity by reducing wasted time searching various sources for information
- Control over relevant information ensures only the right people have access to sensitive information
- Drives improvements as staff are empowered to make better-informed decisions
- Ease of deployment and adoption with browser based access to information

Technologies

The solution consists of a combination of integrated standard Microsoft technologies to deliver a consistent and integrated portal to satisfy requirements in every area:

Portal

- SharePoint 2007 (MOSS). Provided a single location for all users to access all content in a secure role based fashion driven by MHA's Active Directory (AD)

Data

- Data Integration – SQL Server 2005 Integration Services. Used to import data from SQL, Excel and other sources into the single repository. Developed as a modular set of packages which can be run via a single scheduled SQL Agent job
- Data Warehouse – SQL Server 2005 Database. A single repository of conformed data, structured via dimensional modelling following the Kimble methodology
- Cubes – SQL Server 2005 Analysis Services for allow fast multi-dimensional access to information

Reporting Tools

- SQL Server 2005 Reporting Services
- Excel