itelligence NTT DATA Business Solutions

NHS Professionals, UK

itelligence Cures Migration Headache for NHS Professionals

" It was clear right from the start that itelligence really understood our needs. Their consultative approach, proven migration methodology and training services left me completely confident in their ability to help us.

Craig Fleming, Technical Services Manager, NHS Professionals

Challenges
- Complexity of Business Intelligence requirements
- Difficulties in effectively reporting with the growing volumes of data
- A lack of enterprise-wide visibility

Benefits
- Enhanced Business Intelligence with accelerated report generation
- Access to mobile BI capabilities
- Agile visualisations and intuitive dashboards

Solutions
- SAP BusinessObjects Business Intelligence 4.1

Why itelligence?
- Extensive experience in upgrading SAP BusinessObjects
- Proven migration approach
- Talented BI Consultants
- Comprehensive SAP certified training programmes

60,000
healthcare professionals

Fire exit

Greater System Visibility

NHS Professionals is the leading provider of managed flexible worker services to the NHS with around 60,000 nurses, doctors, midwives, clerical and other healthcare professionals on their books. As the volume and complexity of their SAP BusinessObjects deployment grew, so did the need for greater system visibility. NHS Professionals wanted to upgrade their BI landscape from SAP BusinessObjects 3.1 to 4.1 to improve their reporting, enable mobile BI and access the multi-source universes with web-based dashboards. However the organisation needed a BI partner who could ensure a smooth process and mitigate risk. Craig Fleming, Technical Services Manager, NHS Professionals commented "We had a service level agreement to provide 200 key reports containing tailored data extracted from databases and systems within the company. It was mandatory for us to make this insight available to customers on the new BI platform, in the agreed format."

Upgrading Business Intelligence

itelligence presented their migration methodology which included the action plan, key milestones, back-up and test strategies. Each component of the BI landscape was then defined and all parameters and customisations were captured in order to understand the impact of the new system. itelligence provided a complete assessment of their BI system and its current usage. NHS Professionals had upwards of 1,000 reports in the system that were being scheduled with at least 200 of them being critical to the business as they were part of the 'package' offered to medical locums and Health Care Trusts.

The service-level based reports revealed insight into the numbers of temporary staff used, hours worked, fees paid and so on. itelligence's migration approach included rigorous testing and documentation standards as well as scoping current and future SAP BusinessObjects requirements in line with their BI

> This migration was a great example of end-to-end project management. The knowledge and skill of the itelligence team provided the level of support we needed to deliver the migration project on time, to our agreed specification and within budget.
>
> Craig Fleming, Technical Services Manager, NHS Professionals

strategy. As part of the upgrade plan, itelligence worked with NHS Professionals to rebuild reports on the new technology and convert them to web intelligence.

Enhanced BI Capabilities

As a result of the migration strategy, NHS Professionals is benefiting from enhanced BI capabilities via SAP BusinessObjects Design Studio dashboards. The BI project has also accelerated report generation and introduced quality and security standards. Previously some of the reports were taking as long as 3 hours to refresh; now they are refreshing in just 1 minute! As part of their end-to-end approach, in addition to the implementation of software, validation and migration, itelligence also delivered comprehensive training workshops to ensure users were getting the best out of the new functionality. Craig commented "We have had very good experience with itelligence, and we are looking forward to partnering with the team for future BI projects. The upgrade has allowed NHS Professionals to analyse SAP BusinessObjects metadata far more effectively. We now have access to trusted data discovery, self-service and we are able to benchmark performance with enhanced visualisation technology."

NHS Professionals

Company:
NHS Professionals

Industry:
Healthcare Recruitment

Services:
Specialist organisation within the NHS, recruiting and supplying temporary doctors, nurses and corporate staff.

Website:
www.nhsprofessionals.nhs.uk