

Government Agency

CUSTOMER SOLUTION SNAPSHOT

Simplified reporting enables staff to better serve community

Company Overview

Supporting one of Australia's most scenic coastline that features fertile farmlands, towns and cities, the Agency views technology as a vital tool for advancement.

The Challenge

In its role supporting local people and businesses, the Agency often creates many reports about multiple topics. While they contain large amounts of very useful information, reports were presented via varied methods to management teams. As a result, managers were often facing a deluge of information, with not all of it specific to their roles. There was a need to present reports securely, with simplified data. The Agency also understood the increasing mobility of their users and needed to ensure the reports would be available to those anywhere, at any time. To add to the challenges facing the IT department, the Agency is in the process of transitioning from on-premises to a hybrid IT model.

The Solution

After working closely with the customer, the Data#3's team reviewed the current business intelligence (BI) situation. From this, they developed a detailed proposal and designed a proof of concept for a mobile-friendly, cloud-based solution that would position the Agency for the future.

The proposal included a planning service that would simplify reporting, and in turn reduce the information overload for managers. The plan identified future data and analytics needs, while demonstrating Microsoft's Power BI capabilities and features that would put them in control of their reporting output.

The Outcome

As a result, the Agency is now positioned to lift its BI reporting environment from SQL Server Reporting Services (SSRS) to a cloud-based Power BI platform, making reports easy to access from any device, including smartphones and tablets.

With the Agency's vast amount of data simplified, users are able to view summaries on an easy to use dashboard. Meaningful reports are easily created and shared, facilitating closer collaboration between the management team and staff. Robust security includes strong access control options, so the Agency can be assured that their data is safely guarded against unwanted intrusion. Due to the simplicity of the implementation, the solution can be implemented quickly, with minimum interruption to the Agency's business.

The technology

- Microsoft Power BI
- Business Intelligence Consulting



After a detailed assessment, we were able to recommend a secure, cost-effective, mobile solution that cut through the customer's business intelligence complexity and offered greater access to insights."

Scott Gosling, National Practice Manager - Microsoft, Data#3

Interested in how Data#3 can help?

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