

Providing insights on condition of personnel housing in an organisation's property portfolio

Existing data assets were exploited for better decision-making across an organisation



Parity's Business Intelligence Reporting and Analysis solution provided:

- The ability to quickly disseminate the right information, internally and externally.
- A familiar work environment that builds on users' existing skills and procedures.
- Better decision-making across the board through shared information.

This organisation runs a large staffing operation and provides accommodation to rent in a number of locations. It wished to assist its accommodation management staff in improving the conditions of its housing stock by providing them with useful business insight in the form of BI. With disparate Sources of Data including external databases, a Master Data Management repository, and excel spreadsheets sourced from home and abroad and 3rd party surveyors, this was a real challenge.

The maximum amount of information was to be made available to staff to help them make informed decisions. The condition of each property was to be scored using various parameters and the results made available for acting on.

The organisation's property portfolio consisted of various types and styles of accommodation. The range included dormitories, bed-sits, flats, maisonettes, and houses. However, there was a long time cycle for locating, retrieving, and applying the right information to the asset records.

Compilation of property statistics was carried out annually and was not an easy task to complete.

The organisation operated a grading structure consisting of a scale of condition bands for scoring each property. It was committed to upgrading the condition all of its core properties to the highest level.

In carrying out the upgrade exercise it was imperative to provide answers quickly to questions such as: How many properties are unfit for habitation? How many require remedial repairs? What level of improvements can be applied to a property to maximise rental potential? How many properties meet the standard for each condition band within the scale? How many properties were assessed in various timescales? How is the organisation performing in achieving its goals?

The scale consists of condition bands rated 1 to 4, with 1 being the highest. This rating is achieved by assessing a property against 102 different attributes organised under eight categories; Building Fabric, Health and Safety, Electrical, Security, Sanitary, Kitchen, Bedroom, and Energy Efficiency. All eight categories must achieve a Level 1 rating for the overall condition to be scored as Level 1.

Examples of required improvements for a Level 2 property are: a thermostatic shower, new kitchen, or an upgrade to loft insulation.

A Level 3 property may require: a complete re-wire and consumer unit, new kitchen, bathroom, and an upgrade to insulation of lofts and plumbing.

Level 4 properties will typically require a new bathroom, electrical system, kitchen, insulation upgrade, and health & safety review.

Reduced Cost of Ownership

The solution delivered by Parity was a cost-effective answer to delivering business intelligence from the highly complex environment. A single interface was designed that was easy to use employing a style and functions that were familiar to the user.

Empowered staff by giving them easy access to the information they need to do their jobs well.



Parity's Business Intelligence service for Microsoft includes:

- Field-savvy consultants with a breadth and depth of technological and enterprise experience.
- A secure, reliable, high-performance solution architecture that leverages current technology investments and anticipates future requirements.
- Proven methodology for design-and-delivery with predictable outcomes.
- Rapid, low-risk implementation for quicker realisation of benefits.

Improved Decision-Making

Getting the right information to the right people in the right format was critical. Parity provided a dashboard which displayed the number of properties within each condition band.

For managers the dashboard provided further information on the status of the property assessments.

Data could be filtered or sliced and diced to provide information by dimensions such as geography, service, grades, and property types.

Versions of the data are maintained to provide information for historical comparisons.

The ability to analyse the data through these means provided a way of assessing how best to get value for money from the investment made and how to achieve efficient property maintenance.

Increased Organisational Effectiveness

Parity's solution brought together data from various sources including spreadsheets into a single location thus reducing inefficiencies and different versions of the truth caused by multiple disparate systems.

Parity developed the ETL processes, and provided a tool to maintain and load data, incorporating the condition scoring algorithms. The solution provided access for appropriately authorised users to all relevant information using easy drill down from a summary view to the individual scores for each attribute for each property.

Enhanced Business Insight

The lengthy cycle time to produce reports was reduced by Parity's solution. Changes to the data from the surveying programme and error correction were quickly assimilated into the data warehouse.

Scoring methods, point allocations and application rules can change, therefore a configuration module was provided in an easy to use interface which allowed the solution to be adapted to cater for present and future needs.

By providing the right data at the right time, Parity's solution delivers business insights to the people who need it, when they need it.

The Right Solution, Reliably Delivered

Through this high-performing, highly reliable solution delivered by Parity, the customer has obtained a solution that they rely on for the on-going and effective management of their business.

Committed to Long-Term Success

Parity is dedicated to building customer satisfaction with Microsoft products. The solution is supported by the Parity support team under a long term support contract. Parity being a partner has proximity to support teams at Microsoft.

For more information about consulting and support offerings from Parity, contact your Parity representative at 0845 873 6900 or visit www.parity.net