

ENSIOR FOR THE MUNICIPALITY OF UTRECHT
A better picture of performance
makes policy more effective

Efficient control via a municipality-wide dashboard solution



ensior



MUNICIPALITY OF UTRECHT CASE STUDY

The Municipality of Utrecht is busy improving its efficiency. As part of this, the organisation wants to use the available information as well as possible. Directors and department managers have to be able to check at any time whether all the processes are running as well as they could, so that policy can be continuously adjusted. Ensior was brought on board to develop a municipality-wide management dashboard that creates control information from the data.

THE CHALLENGE FOR THE MUNICIPALITY OF UTRECHT

The Municipality of Utrecht previously only had one control moment: the end of the year. That was the only point when you could look to see whether budgets had been overspent or targets achieved. A system like that is no longer good enough, given today's demands for efficiency and cost reductions. A dashboard solution was needed that supplies the correct control information at any desired point, creating the possibility of immediate intervention in the budget, staffing and objectives.

“The Municipality of Utrecht is one of the leaders in its sector in terms of using BI. And Ensior is one of the reasons that the first steps were such an instant success. The municipality can now really work on improving efficiency and providing the best possible service. And, far from unimportant, there's also the fact that Ensior is a good company to work with.”

- Harrie Jansen, Support Team Coordinator of the Information Service Centre, Municipality of Utrecht

ENSIOR'S APPROACH

The tender issued by the Municipality of Utrecht showed that Ensior was a genuine BI specialist and was best placed for developing the solution that had been envisaged.

The municipality decided to use SAP BusinessObjects for the ETL data flows, reports and dashboards, particularly because this platform is the best for handling various different source databases. This is crucial in an environment that is as

diverse as the Municipality of Utrecht. There are not many other environments where such a wide range of information is present from so many different sources. The trick is to bring it all together in one place and then make it available in a way that gives every user exactly the information that is important to them.

THE RESULT

All the information is collated in a management dashboard that is made up of several layers. Service directors can view the macro level to see if each department is performing well; department heads can in turn see exactly what is going nicely in the department and what the reasons are for any bottlenecks. Checks are made against eleven separate Quantitative Performance Indicators, for example whether letters to the residents were sent on time. If not, who or what was responsible? Or is the time customers' calls are kept on hold too long? And what about the budget for hiring in external manpower - are all the departments sticking to that? Are sickness absence levels reasonable? This is how the dashboard can provide a powerful tool for helping directors and department heads keep an eye on the health of the organisation. Moreover, the management dashboard is an excellent tool for board meetings. In short, the municipality now has the tools for efficient and effective steering, driven by the figures.

ABOUT ENSIOR Ensior is the outstanding expert in Business Intelligence (BI), having built up an impressive track record since it started nearly ten years ago. Ensior, which is derived from the word 'ensure', lets organisations get a grip on their processes and get the information they need on time. We give our clients a competitive edge by giving them proven BI technology and the benefit of our knowledge of business processes. Ensior's commitment to quality and our pragmatic approach have given us an excellent reputation in the various markets we operate in. Our highly qualified professionals provide efficient, reliable service. **Ensior: Making Business Intelligence Work**

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