



The Hyde Group wanted to improve its internal reporting, e.g. presenting tenant satisfaction ratings with rent collection and arrears figures to provide greater clarity. The organisation needed to create reports in less time whilst maintaining data quality and accuracy. Blueprint designed a Business Intelligence solution using Microsoft which gives Hyde staff the tools to look into data and take action directly.

The Hyde Group, one of the UK's leading social housing organisations, owns and manages 43,000 homes in London, the South East and the East Midlands. In summer 2010, Hyde's Chief Executive asked Blueprint to help the organisation reorganise the process of producing report packs for its monthly board meetings.

The organisation wanted to improve the quality of information in report packs and reduce lead-times in producing them. Hyde's existing Business Information (BI) platform also needed enhancing. Almost one-third of the information for the report packs came from sources external to the data warehouse and had to be manually processed using spreadsheets; the data also required manual adjustments to eliminate exceptions and meet managers' specific needs. As a result monthly reporting took a lot of time. Critically for the business, the data was not as accurate as required and, by the time it was seen by board members, it was nearly a month old.

Blueprint recommended an automated BI system, utilising Microsoft SQL Server 2008r2 and SharePoint 2010, with a web-based information portal that would allow eligible users to access reports directly. It would:

- Provide the board with up-to-date, accurate performance data on the second day of the month;
- Make performance metrics more visible across the group;
- Provide tools to help managers take immediate action;
- Streamline the reporting process and reduce costs by cutting out manual intervention.

Blueprint managed the project team, which included Hyde Group staff as well as our own. By bringing together the Hyde team's experience and Blueprint's expertise in creating BI solutions with Microsoft Technologies, we were able to make quick progress whilst training the Hyde team.



"This business application has enabled me to get earlier, more accurate visibility of Hyde's performance across all the key lines of business we deliver. With help from Blueprint, along with the internal project team I feel I have greater control over the things that drive success for the business and our customers."

Steve White
CEO
Hyde Group

Would you like to know more?

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making data work for you

Simplifying Hyde's Reporting Processes

The project team reviewed the content of the existing board packs and checked the calculations used to produce each statistic. In a series of workshops, the team gave managers a forum to discuss their exact data requirements and presented mock-ups to show them how the data could be presented.

The team defined a new reporting hierarchy that allows KPIs to be viewed for the group as a whole, for business units in comparison with the group and for individual business units. The graphical presentation of data was completely overhauled; managers were given the ability to add explanatory comments to charts and tables; and a new workflow tool was added, showing actions and initiatives alongside the relevant performance metrics.

With the specification in place, the project moved into its execution phase. Blueprint managed the integration of data into the central KPI data mart and report build and publication through SharePoint. The project was completed in December 2010 - a lead-time of under three months.

The benefits this new system provided included:

- Hyde Group's new automated reporting system has cut the cost of producing its monthly board pack by 65% and the speed of production by 90%.
- The group's data is more accurate and timely, increasing confidence and reducing risk.
- Redesigning the reports allowed for metrics such as customer satisfaction to be side by side with financial metrics such as rent collection and rent arrears, for greater correlation of key indicators.
- Hyde's managers can see performance data far earlier than previously and can take action immediately using the new built-in workflow feature.
- Managers can 'self-serve' using a familiar web interface, and now have powerful analytical tools at their command.
- More transparency on the data meant better insight to the origin of rent arrears levels, which had been less visible as a result of manual report production processes
- Automation of the pack meant that data from source would be refreshed daily, allowing for the operational process lag in areas such as rent collection and repairs to be captured.
- Gaps in the metrics were identified, such as repairs carried out on time being compared with the repairs actually carried out, rather than the repairs due.

Our business partners



Core technologies used:

- Microsoft SQL Server 2008 r2
- Microsoft SharePoint 2010

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