



IRW Systems Limited  
concept to realisation



"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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## Scotwork—Business Intelligence

**THE CUSTOMER:** Scotwork are the world's largest independent provider of negotiation skills training and consultancy.

Summary:

- Extensive experience in delivering negotiating skills training and consultancy
- Offices in 30 countries delivering courses in 17 languages
- Dedicated specialisation in negotiating
- Measurable and proven results
- Total commitment to quality

**THE REQUIREMENT:** Scotwork required the ability to interrogate course event and tutor performance data from their bespoke CRM application. As their core business systems have SQL Server 2008 as the database platform it was a case of leveraging the functionality of SQL Server 2008 Analysis services and Reporting Services.

**THE SOLUTION:** Data warehouses were added to the core system and the solution was built on a Windows 2008 Server platform using SQL Server 2008 Enterprise Edition.

Data is moved between the CRM databases and the warehouses every four hours (Scotwork is a worldwide company and data is accessed on a 24 hours a day basis). Analysis services cubes were created for various areas of the business such as courses, tutor performance, etc. The cube data is accessed using ProClarity Desktop 6.3.

While the cubes provide a day to day view of operations within the organisation, reporting to the various partners was carried out using a combination of Reporting and Analysis Services. This provided both statistical information for Key Performance Indicators (KPI) as well as data rich information to give context to the headline KPI's.

**BUSINESS BENEFITS:** Key deliverables and benefits from IRW Systems included:

- With less than a day's training head office staff had the ability to look at information in seconds which normally would take 3 - 4 days to correlate
- Inconsistencies in the data are highlighted and resolved quickly
- Performance of tutors can now be measured on a consistent and accurate basis
- The flexibility of the Reporting Services allows for tailoring of reports to suit the ever changing needs of both the organisation and their partners
- The data is also available at a geographic level thus allowing Scotwork to target developing countries