



IRW Systems Limited
concept to realisation



Microsoft
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Partner

"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."

helping people succeed

triage



Microsoft®
SQL Server®



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Triage Central—Business Intelligence

THE CUSTOMER: A pioneer in meaningful Diagnostic Assessment (DNA), Triage has created a powerful blueprint that inspires and supports individuals to take action to move out of unemployment and into work. By treating everyone as an individual and respecting their needs - throughout the journey towards employment - Triage has achieved one of the highest success rates in the country and has gained a place at the forefront of the Government's Welfare to Work Agenda.

THE REQUIREMENT: Triage required the ability to analyse, interpret and report their training and job creation to the Department of Work and Pensions. The data is gathered using their custom web application 'TGOD' and their CRM based system 'COBRA'. The information is fed to these systems from Triage staff and employment services staff from job centres throughout the Forth Valley area of Central Scotland. IRW designed and delivered a business solution to meet these needs.

THE SOLUTION: As their core business systems have SQL Server 2005 as the database platform, it was a case of leveraging the functionality of SQL Server 2005 Analysis services and Reporting Services. Data warehouses were added to the core system and the solution was built on a Windows 2003 Server R2 Standard Edition platform using SQL Server 2005 Standard Edition. Data is moved between the operational databases and the warehouses nightly, giving an up-to-date view of what is happening on both internal and external services. Analysis services cubes were created for various areas of the business including clients, jobs available, 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 Department of Work and Pensions 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 would normally take 3-4 days to correlate
- Information can be fed back to both Triage staff and Employment Services staff in a shorter time-frame with greater accuracy
- Inconsistencies in the data are highlighted and resolved quickly
- The flexibility of the Reporting Services allows for tailoring of reports to suit the ever changing needs of both the organisation and government departments
- The data is also available at a geographic level thus allowing Triage to target areas where help is needed the most



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