



The knowledge and expertise of Capgemini's Business Intelligence consultants have helped us to take the first step towards a professional implementation of Business Intelligence."

Information manager
public organization



Capgemini helps to improve the information processes at public organization

The public organization in question strives to provide high quality services. To achieve such a high level of excellence, the availability of accurate business information is crucial. Capgemini analyzed the information processes and offered recommendations for a new Business Intelligence strategy.

The Situation

This large Dutch public organization governs the timely and correct distribution of allowances for more than five million customers. The next few years will bring along significant challenges. Most importantly: the organization is determined to expand her online service portfolio. Moreover, government policy calls for large-scale cost cuttings, but these should not damage the organization's focus on service excellence. Tackling these challenges begins with the establishment of a solid information and reporting structure. In recognition of this, the organization has started with the development and implementation of a Business Intelligence strategy. An important step in this process was an inventory among stakeholders about the current status - and their assessment - of the information provision. Capgemini's Business Intelligence specialists were requested to perform a diagnostic scan.

The Solution

For the purpose of the analysis, Capgemini used the international standards deployed by the organization to formulate a Business Intelligence strategy. The scan consisted of a questionnaire among twenty (internal) stakeholders and eight in-depth interviews. The consultants especially paid attention to the tools that were used in the organization, the perceived areas of improvement, the desired changes and the obstacles that can stand in the way of a professional Business Intelligence (BI) environment in public organizations. At the same time, they assessed participants' awareness of the BI theme and, from several points of view, analyzed the information streams. It quickly transpired that the employees involved had a high level of BI

awareness, a strong desire to improve the information landscape and a shared commitment to work together to reach their goals.

Based on the feedback, the consultants formulated a quantitative and qualitative analysis of the results, together with substantiated recommendations and a business case that aims to optimize the information streams at the organization.

The Result

Implementing a Business Intelligence strategy at this complex organization will take several years. Capgemini's BI scan and the resulting report have laid the groundwork for a centralized, cost efficient Business Intelligence environment that yields better insight into all the environmental factors a public organization deals to deal with. The importance of this has been identified, as have the obstacles that have to be surmounted in order to further the development of Business Intelligence. On top of that, the consultants found that demand for BI among stakeholders is substantial; due to the BI scan, support for the effort to realize the organization's BI ambitions has grown further. Among the next steps are the establishment of a single common BI platform/dataware house; subsequently, new data definitions, reports and dashboards will be developed. Ownership of Business Intelligence has in the meantime been transferred to the Finance & Control department.

Currently, the organization's focus is predominantly with operational variables such as legality, optimal use of budgets and processing time. This focus will be gradually shifted to integral management. As such, Business Information forms the basis of the organization's effort to transform into a smart, lean and service oriented operation.

How the public organization and Capgemini work together

In order to achieve a broadly supported strategy and implementation of BI, the parties obviously need to have a mutual starting point and understanding. This BI process, then, is the result of intensive and constructive collaboration between Capgemini and the diverse stakeholders in the organization; stakeholders such as the principal – who, for instance, helped to draw up the questionnaire - but also the employees who were interviewed. By listening to one another and respecting one another's knowledge and expertise, the parties have created a report that is recognizable for all involved and that can serve as a blueprint for a solid BI environment. The public organization has shown its appreciation by awarding the project with a high satisfaction rating.



About Capgemini

With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

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