



UK Charity

A UK-based charity empowers its people to manage services more strategically by partnering with Six Degrees to leverage the power of Microsoft Power BI

Challenge

In order to deliver the best possible services to its end users, the charity needed to reduce its agency usage fees and minimise the percentage of vacant occupancies. Prior to engaging with Six Degrees, data had to be collected separately from different systems for analysis - a time-consuming process that produced limited insight into the charity's operations. The charity faced the challenge of optimising its operational efficiency and enhancing its workforce management, which would ultimately support its people in delivering critical support to its beneficiaries.

Solution

The charity partnered with Six Degrees to develop a business intelligence solution based on Microsoft Power BI to collect data from its different systems. Data is now automatically extracted on a set schedule from the charity's cloud-hosted human resources and finance systems and then consolidated into a central Power BI data model along with operational data tracked on-premises with Microsoft Excel. This data model is based upon the charity's definitions and Six Degrees' guidance for appropriate insight for reporting and analytics, providing the charity with a single dashboard to view operational efficiency, agency usage and occupancy income.

With Power BI, employees can easily integrate data, transform it into rich visualisations and reports, and then share those reports with stakeholders. Power BI puts a variety of tools in users' hands through the familiar Microsoft Office environment. The tools give everyday users a high-level overview of service operations and workforce usage patterns.

About Six Degrees

We are a cloud-led managed service provider. We work as a collaborative technology partner to businesses making a digital transition.

Always placing clients at the heart of our strategy, our passionate teams combine technical expertise and deep sector specific knowledge to innovate, craft and manage the right solutions to power businesses.

The breadth and strength of our technology is our foundation. Solutions range from data and application performance management through to colocation and unified communications, all with private, public and hybrid cloud at its core.

We work collaboratively and build long-term partnerships through exceptional services that match our clients' needs. We continually innovate the right solutions to enable our clients' brilliance.

OUR SOLUTIONS



Cloud Platform & Data

Modernise your data centre and secure your hybrid cloud future.



Cyber Security & Compliance

Enhance your cyber security posture and safeguard your organisation.



Agile Workspace

Communicate, collaborate and work efficiently, anywhere.



Network Infrastructure

Achieve a step change in your connectivity and your digital transformation journeys.



Outcome

With the Six Degrees Power BI offering and Microsoft data and cloud technologies in place, the charity is gaining better insight into data from diverse sources, sharing information more easily, and empowering its people to manage services more strategically. This saves the charity hours of time preparing reports and consolidating its data. Additionally, having a dashboard focused on key performance metrics has given the charity the capability to quickly drill in to areas of concern and highlight inefficiencies.

“Power BI for Microsoft 365 can slice and dice across a wide group of assets, combining and making sense of data,” says Robert Grigsby, Six Degrees Data Product Director, “So you can run the gamut of looking at data from a single service all the way up to country-scale.”

ADVANTAGES AND BENEFITS

Better insights and extensibility.

The charity can gather information from services from virtually anywhere in the world, and identify new opportunities to improve operational efficiency.

More accessible data at all levels.

With Power BI, the charity can share data more easily with diverse users. With Power BI for Microsoft 365, the charity now has the flexibility it needs to present information relevant to diverse groups for quicker decision-making.

Gain access to rapid real-time insights.

For gaining quick insight on-the-fly, Power Q&A helps the charity serve an even broader range of user roles. With Power Q&A, you can have 10 people, each with different priorities, and instead of creating a dashboard for each one, they just type in a question and receive results.

Improved workforce management.

By making data more accessible, the charity gained actionable insights such as identifying gaps in staff allocation and trends in staff behaviours and attendance. With all the data it can access and analyse using Power BI for Microsoft 365, the charity can precisely target ways to improve service efficiency and focus its organisation.