

Transforming Education Technology Insights with a Data-driven Reporting System

ABOUT CLIENT

- A UK-based delivery center founded in 1973 in Oxford, specializing in education technology.
- Since 2005, the company has offered IT support, cloud services, and software solutions to thousands of schools in the United Kingdom, allowing teachers to focus on their primary goals.
- Their digital assessment solutions serve over 39+ organizations in 150+ countries, improving efficiency and security, with a team of more than 1800 employees.

PROBLEM STATEMENT

The company recently migrated to a database-driven reporting system in which they faced significant challenges in achieving all-around visibility into its key business functions. Some of the issues identified in the process:

- The client faced difficulties in delivering reliable IT support services across a large number of schools in the UK, impacting operational efficiency.
- They struggled with providing secure, scalable digital assessment solutions that could meet the needs of diverse educational organizations globally.
- The company was in dire need of advanced cloud technologies and software solutions to enhance system performance, security, and support for teaching staff.

SOLUTION

In response to the client’s challenges, our team implemented these solutions that addressed their unique needs:

Database-Driven Reporting System:

- Our experts migrated the client’s reporting infrastructure to a centralized database-driven system, ensuring more accurate, real-time data analysis across departments.

Custom Power BI Dashboards:

- Our team developed custom Power BI dashboards, focusing on key business areas such as finance, operations, sales, and invoicing, to provide real-time, actionable insights.

Legacy Report Migration:

- We seamlessly transitioned the client’s old reports into Power BI, maintaining historical data integrity while ensuring compatibility with the new reporting system.

Stakeholder Visibility:

- To improve engagement, we created dashboards specifically for stakeholders, offering clear, transparent performance insights and enabling them to provide timely feedback.

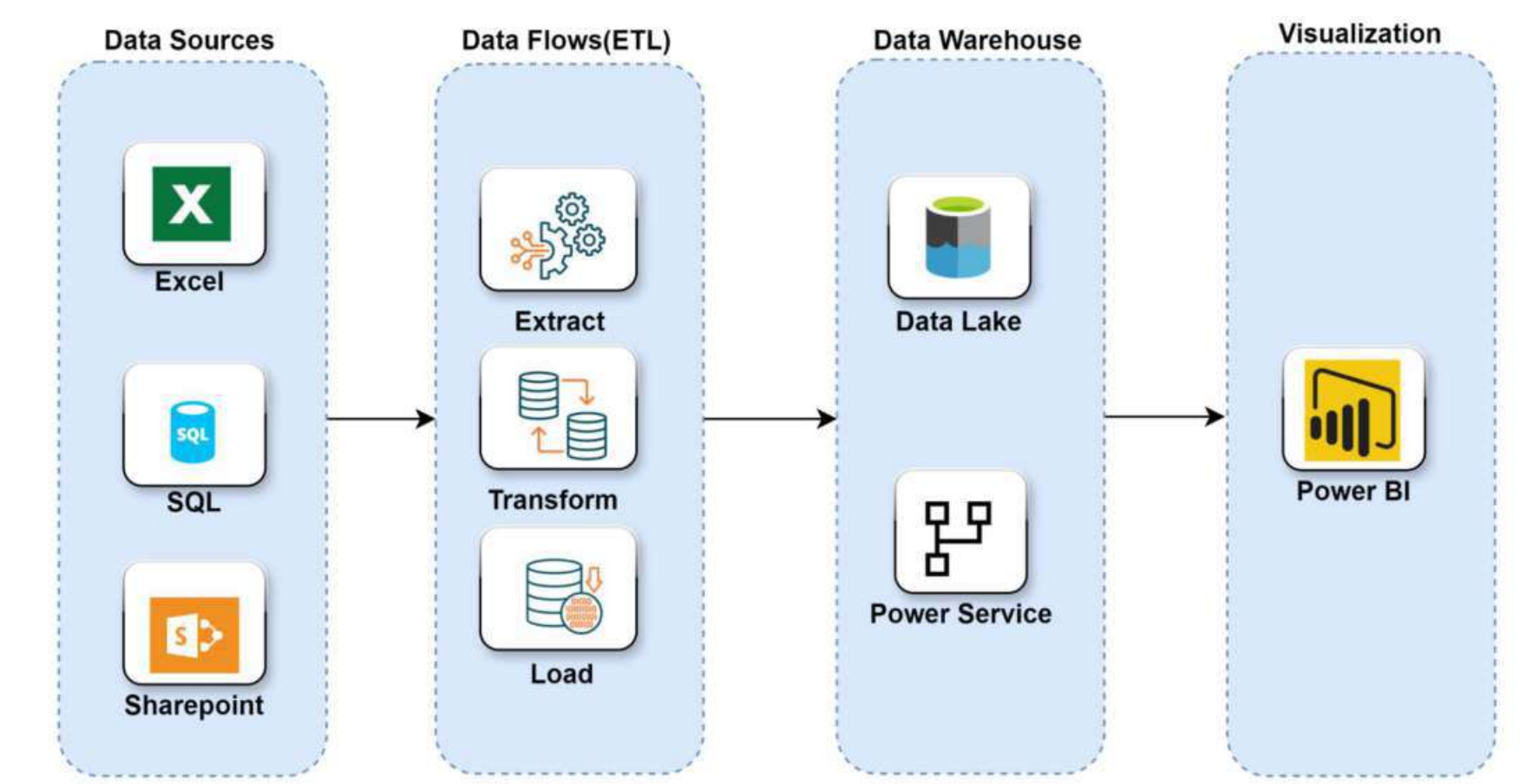
Automated Dataflows:

- Our experts established automated ETL processes that streamlined the data extraction and transformation, minimizing manual intervention and ensuring up-to-date, reliable data.

User Training:

- We conducted comprehensive training sessions to help end-users adopt Power BI and leverage its full capabilities for independent analysis and ongoing reporting needs.

TECHNICAL ARCHITECTURE



- Integrated data from multiple sources, including Excel, SQL databases, and SharePoint, into a centralized system.
- Built automated dataflows to standardize data extraction and transformation processes.
- Stored transformed data in a Data Lake, ensuring scalability and centralized storage.
- Created custom Power Query models to refine data for Power BI dashboards.
- Deployed interactive dashboards in Power BI Service, offering real-time insights and detailed reporting.

BUSINESS IMPACT

Enhanced Insights:

The new system improved visibility into key areas, reducing decision-making time from 5-6 days to just 2 business days, improving decision timeliness by 30%.

Time Savings:

Resolved 50+ recurring inventory issues, reducing holding costs and improving property utilization across multiple sites.

Stakeholder Engagement:

Dashboards increased stakeholder participation by 40%, with actionable feedback provided within 24 hours.

Improved Data Accuracy:

Centralized dataflows reduced reporting errors by 25%, ensuring more reliable financial data.

Streamlined Reporting:

Automated reporting cut manual effort by 50%, saving about 2 hours per week for higher-value tasks.

User Adoption:

85% of end-users independently used Power BI post-training, up from 50% with the previous system.

All in all, moving to Power BI and a database-driven reporting system improved business visibility, sped up decision-making, and boosted stakeholder engagement. Automation saved time, reduced errors, and allowed the team to focus on more important tasks. With greater user adoption, the client is now ready for continued growth.

Industry

Education & EdTech

Services Used

- Business Intelligence (BI)
- Data Analytics
- Digital Transformation
- Data Warehousing
- ETL
- Power BI
- Recommendations and Insights

Region

Europe

Function/Department

- Financial Planning and Analysis (FP&A)
- Procurement and Purchasing
- Strategy and Planning

Engagement Model

Staff/Resource Augmentation