



How can Business Intelligence  
help NFP's create evidence  
based decisions?

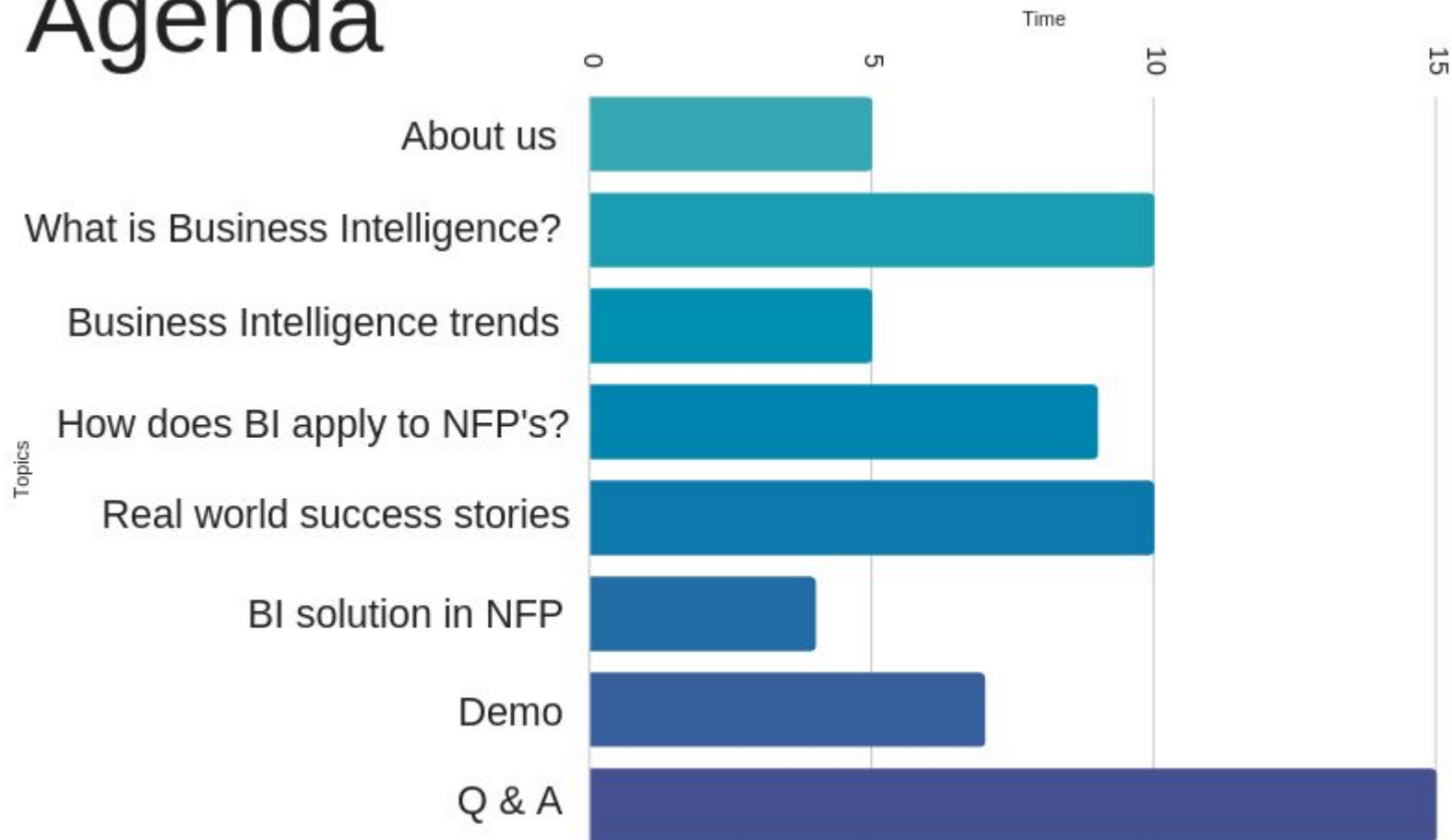


# VISUAL WORKPLACE MANAGEMENT

By

***DataSpark Analytics***

# Agenda



About us

# ***DataSpark** Analytics*



# Olivia Macolino



- Started with DataSpark in 2018
- Co-Founder of Clear Business Dynamics
- 6 Years of Business Development Management experience
- Passionate about helping others, the environment and gardening

# Lindsay Whitbread



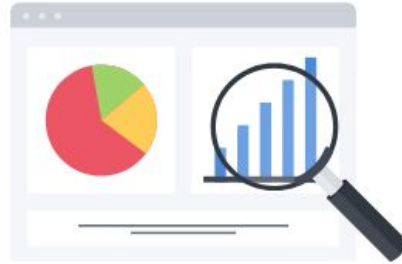
- Founded DataSpark in 2014
- Over 18 years of IT experience
- Business founder and owner for over 13 years
- Fishing, camping and gardening

# What is Business Intelligence?





Data



Analysis



Insights



Better  
Decisions



Organisational  
growth

# The BI Foundation Journey



# Business Intelligence Trends

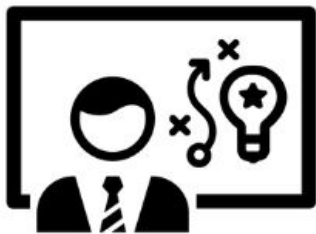
Top 3

Business Intelligence Trends

For Australian NFP's

# 1

## Actionable analytics put data in context



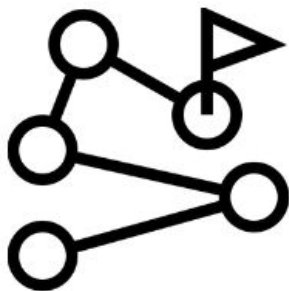
Moving towards  
operational management  
systems that allow  
outcomes to be improved



Ability to navigate from  
dashboard directly into  
the system to make  
changes

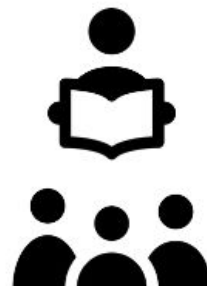
# 2

## Data storytelling is the new language of the NFP



Take the ultimate decision maker on the journey

- Initial view of the data
- Finding trend or insight
- Exploring the accuracy
- Coming to a final conclusion



The decision maker can become the storyteller, when justifying the decision to the workforce

*According to a Dresner 2018 Market study, “75% of respondents found data storytelling to be critical or important to their business intelligence initiatives.”*



# 3

## NFPs get smarter about analytics adoption



Business change is most difficult.  
Programs to encourage engagement:

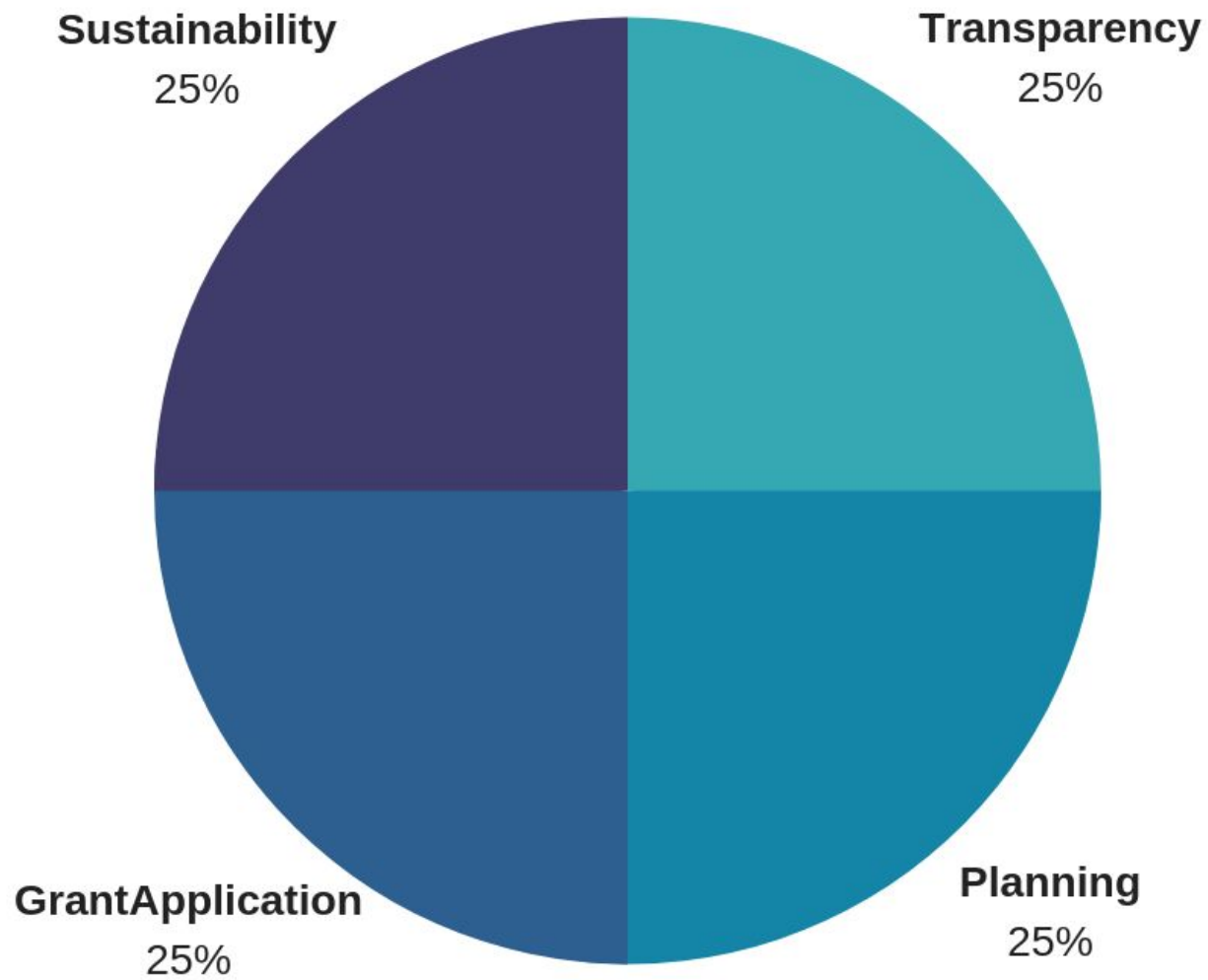
- Increase users
- Self serve
- Get answers quickly



User adoption increases to boost  
investment into communities.

Makeover Monday

How does BI apply to NFP's?



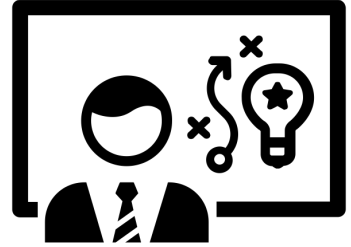
# Transparency Considerations

- Staff productivity and utilisation
- Capacity for projects and staff
- Visualising funding patterns



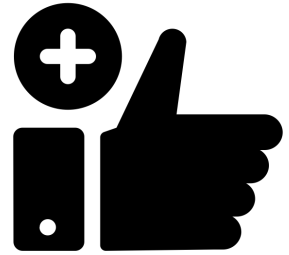
# Planning Considerations

- Smart rostering and hiring
- Better Management Practices
- Developing educated strategies



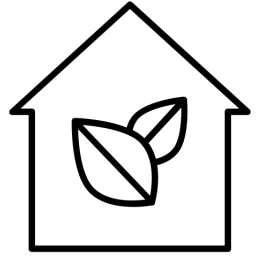
# Grant Application Considerations

- Easy access to dashboards
- Competitive edge
- Transparency



# Sustainability Considerations

- Overall understanding of the work structure
- Ability to provide necessary services
- Improved work culture



Real world success stories



# Case Study


Not for profit



Counselling services




# Problem



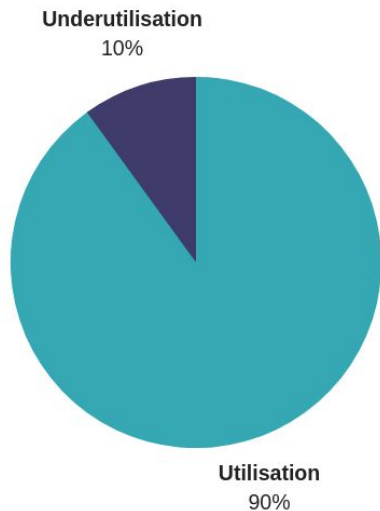
Lack of transparency  
in staff use of time  
and productivity due  
to a flexible  
workforce

# Objective



Measure KPI  
utilisation % spent on  
direct services

# Discovery



10% staff underutilisation

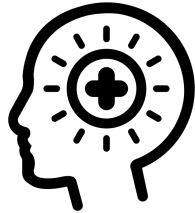
=

10FTE staff

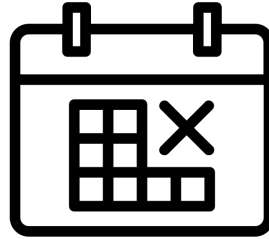
~ \$54K per month cost



Surprises



Positive culture



Unplanned leave before day off



Insights lead to better  
business decisions

# Digging Deeper Into The Data

# Case Study 2

Not for profit



Counselling services






# Problem

Lack of transparency  
in staff use of time  
for client satisfaction  
and productivity due  
to a flexible workforce

# Objective

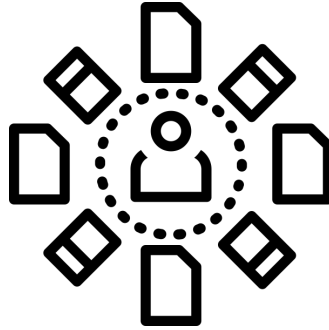


Increase staff  
engagement and  
accountability of case  
management software

# Expected benefits



Increased Staff  
Engagement



More Staff  
Accountability



Increased Client  
Satisfaction

# Case Study 3


Not for profit



Services



# Problem



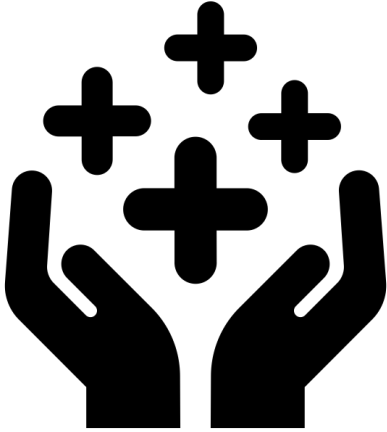
Unsustainable way of  
driving the business  
which decreases  
client satisfaction

# Objective



Develop business  
strategies by  
understanding  
services used and  
client satisfaction  
associated

# Discovery



Understand Valued Services

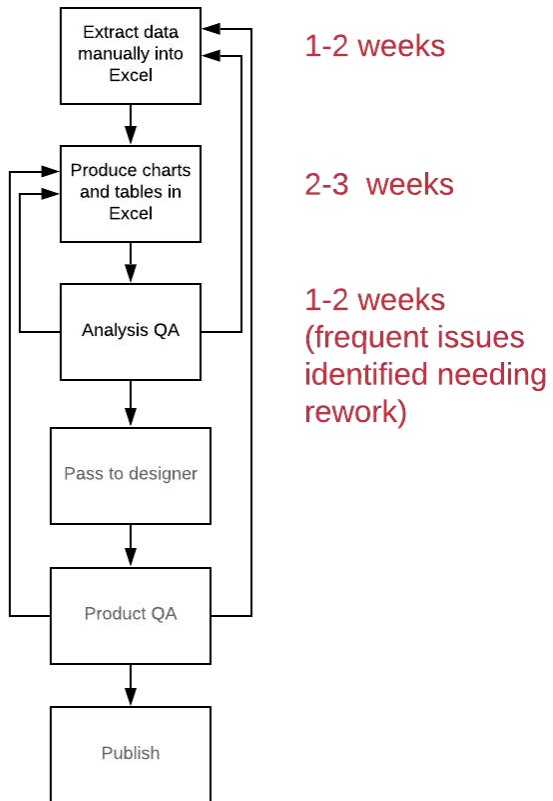


Develop Improvements on  
Feedback

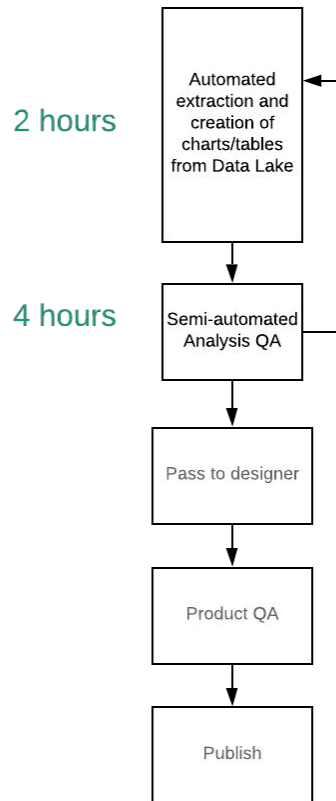
# The positive impact of Data Analytics in compliance reporting



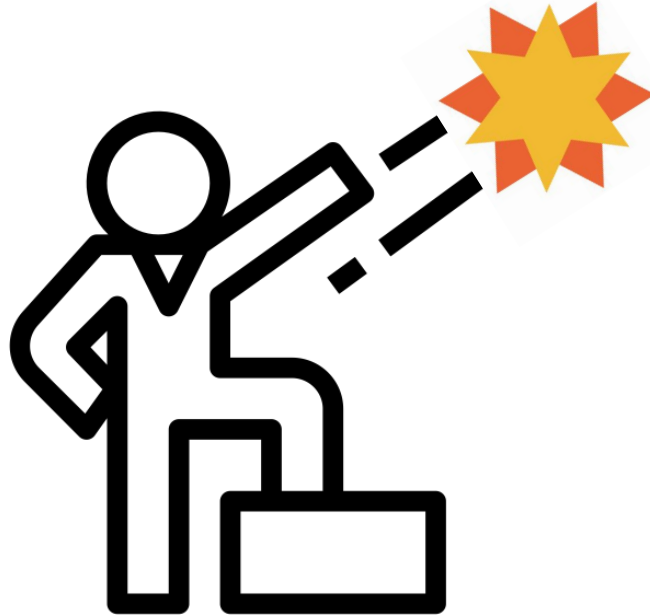
## Original



## Current



# The Ultimate Outcome?



Evidence based confidence for improvement

# BI Solution in NFP

# A new BI solution for your NFP



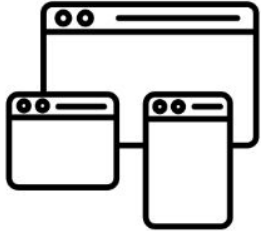
Provides Transparency



Cost effective



Sustainable business practice



Adapt to digital world

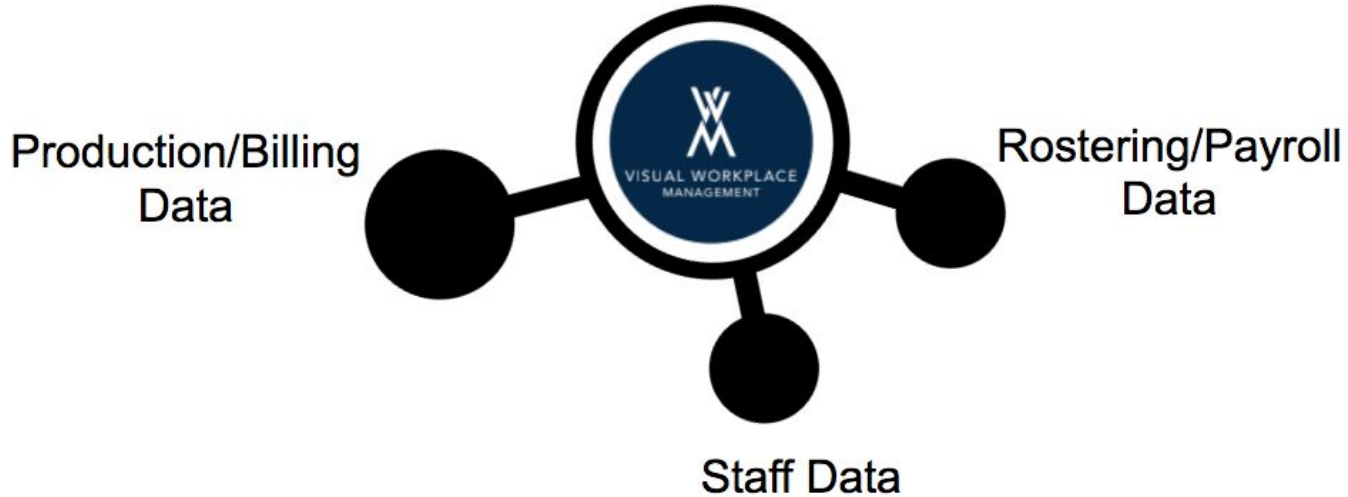


Fast Delivery



Adapt to the NDIS

Our BI solution helps organisations understand their staff utilisation and productivity



Demo



# VISUAL WORKPLACE MANAGEMENT

## Bronze Package

**\$19/Month**

Per user\*

HR/Payroll in spreadsheet

Monthly update of  
billing/booking data (manual)

No custom work

Online support with NBD  
response

1 Manager Login

\*Min 50 staff  
\*\*Min 12 Months

## Silver Package

**\$29/Month**

Per user\*

KPI

Daily integration with  
HR/Payroll system

Daily integration with  
Billing/Booking system

1 point per employee for  
custom work

Phone & Online Support  
with NBD response

2 Manager Logins

Emailed reports for each  
manager

## Enterprise Package

**\$49/Month**

Per user\*

KPI

Daily integration with Payroll  
system

Daily integration with  
HR/Payroll system

AD Integration

Hosted in AU

5 points per employee for  
custom work

Priority Phone & Online  
Support with 4 business hour  
response

4 Manager logins included

Custom Branding

Secure Per-Branch reporting

Emailed reports for each  
manager

Emailed reports for each staff  
member

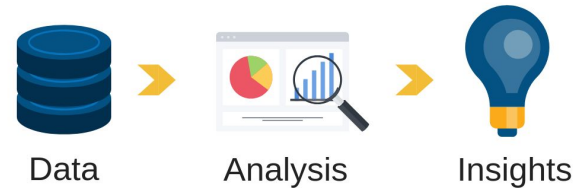
# Resources

# Gartner®

2019  
Business  
Intelligence  
Trends



## What is Business Intelligence?





# Additional Resources

1. Between 2016 and 2019, spending on real-time analytics will grow three times faster than spending on non-real-time analytics. Gartner - ["Predicts 2017: Software Adoption"](#)
2. ["Predicts 2017: Cloud Computing Enters Its Second Decade"](#)
3. By 2021, more than half of global enterprises already using cloud today will adopt an all-in cloud strategy.
4. <https://public.tableau.com/profile/dataspark.analytics#!/vizhome/DataSparkAnalytics-VisualWorplaceManagementSample/VWMSample>
5. <https://www.analyticsinsight.net/data-is-the-new-lifeline-of-organizations/>
6. <https://public.tableau.com/profile/dataspark.analytics#!/vizhome/DataSparkAnalytics-VisualWorplaceManagementSample/VWMSample>

Q & A

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