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

- About us
- What is Business Intelligence?
- Business Intelligence trends
- How does BI apply to NFP’s?
- Real world success stories
- BI solution in NFP
- Demo
- Q & A
About us
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

- Digitisation of processes
- Systems integration
- Data Warehousing
- Data Visualisation
Business Intelligence Trends
Top 3 Business Intelligence Trends For Australian NFP's
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
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.”
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

1-2 weeks

2-3 weeks

1-2 weeks (frequent issues identified needing rework)

Current

2 hours

4 hours

Automated extraction and creation of charts/tables from Data Lake

Semi-automated Analysis QA

Pass to designer

Product QA

Publish
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
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<th>Package</th>
<th>Cost</th>
<th>Per user*</th>
<th>Features</th>
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<td>KPI, Daily integration with HR/Payroll system, Daily integration with Billing/Booking system, 1 point per employee for custom work, Phone &amp; Online Support with NBD response, 2 Manager Logins, Emailed reports for each manager</td>
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<tr>
<td>Enterprise Package</td>
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<td>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 &amp; 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</td>
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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"
3. By 2021, more than half of global enterprises already using cloud today will adopt an all-in cloud strategy.
Q & A