



MANIGENT

the Management Intelligence company

INCIDENT REPORTING
SYSTEM DEVELOPMENT
FIRE & RESCUE AUTHORITY

Client *case study*



The business situation

Greater Manchester Fire & Rescue Authority is the United Kingdom's second largest fire and rescue authority. It employs over 2,500 staff, operating 41 fire stations across ten districts. In total, it covers an area of nearly 500 square miles, with a culturally diverse population of 2.5 million people. During 2007, it attended over 49,000 incidents. The organisation also works in the community, carrying out home fire risk assessments, conducting visits to schools and advising businesses on fire safety.

Greater Manchester Fire & Rescue Authority's Corporate Support department provides performance information to management and borough commanders. This information is obtained via the organisation's Management Information System (MIS) from data automatically recorded for call out incidents. In 2009, the Authority introduced a new Incident Recording System (IRS), and commissioned Manigent to develop a reporting suite. In addition, Manigent was asked to improve the existing MIS reporting suite by making it more robust, flexible and less costly to maintain.

The challenges

Prior to engaging Manigent, Greater Manchester Fire & Rescue had a complex architecture and process for managing and accessing performance information. For several years, users accessed performance information via a web-based menu and custom reports generated using corporate reporting tools from CorVu™, CorBusiness™ and HyperVu™. While these tools provided accurate information, maintenance of the system was convoluted and time consuming; it couldn't offer the flexibility and usability personnel increasingly demanded, and there was limited provision for ad hoc analysis.

With a difficult-to-use interface, hampered by a slow online menu system and sluggish report rendering, the legacy Greater Manchester Fire & Rescue reporting system required a complex filing and scheduling system to deploy reports and analytics to the web. To access valuable organisational information, Corporate Support had

to struggle with inconsistent report creation and editing processes. There was no option for selecting performance information by variable date ranges, so trend analysis was limited. Some of the prompts and selection sequences were convoluted, which dissuaded users from exploring data within the system.

The underlying data schema was based on an old version of Oracle containing hundreds of tables, many of which were simply legacy entities that were no longer accessed. There were huge lists of schema – and no search utility – in which the report designer had to locate the desired items, and limitations in the schema frequently disallowed the join, necessary for data extractions. Reporting was additionally slowed due to date fields comprising time stamps, which necessitated an entire year's worth of data be extracted then filtered for the required periods.

Our role

Manigent was tasked to deliver a cost-effective, sustainable, and easy to maintain solution, providing five years of MIS and IRS data in a consistent, easily accessible format for management, statutory and ad-hoc reporting and analysis.

Greater Manchester Fire & Rescue selected Manigent because it was able to collectively offer over 25 years' experience of implementing and deploying CorVu. In addition, as a Microsoft

partner, Manigent had an in-depth experience of Microsoft Business Intelligence technology. This unique combination of CorVu and Microsoft expertise and experience meant that Manigent was an ideal partner for Greater Manchester Fire & Rescue.



“I found Manigent’s consultants outstanding. Their knowledge of CorBusiness and SQL Server was excellent, but they also had an extraordinary ability to understand our requirements and translate them into easy-to-use technology solutions... Manigent really did an exceptional job for us”
- Paul Sharples, Head of Corporate Services

Our approach

Manigent simplified the system’s architecture by introducing Microsoft SQL Analysis Services for data management, combining data from the MIS and IRS databases into a simplified data mart, to which the organisation’s CorVu suite connects for analysis and reporting. Additionally, Manigent introduced Microsoft SharePoint to enable a versatile user interface integrated with Microsoft Office tools such as Excel.

The client was impressed with Manigent’s willingness to add value to the project, going beyond the initial remit to put in place enhancements providing significant, long lasting benefits. As an example, a calendar was added to the SQL reporting database. This was then available for use by any other SQL system, thus creating consistency for reporting by period and ensuring that periods in each SQL system were the same.



Benefits delivered

Manigent cost-effectively and sustainably redeveloped the client's business intelligence system to maximise ease of use, flexibility and the power of data management and ad-hoc reporting. By simplifying the system's architecture, Manigent empowered the organisation to easily obtain "one version of the truth" using data derived from a controlled source and presented via a versatile online performance-reporting portal.

As part of the implementation, Manigent ensured that Greater Manchester Fire & Rescue staff had a thorough understanding of the system and its capabilities, leaving behind a solid foundation of in-house

knowledge. Manigent also utilised its CorVu expertise to provide additional CorVu training, expanding awareness of features and functionality and providing new skills that would help staff to make the most of the system. The system now offers the best of both worlds, using the powerful reporting ability of CorVu with the functionality of Microsoft products to deliver a userfriendly responsive system.

Manigent's system reduced costs by £20K per year, immediately creating a positive return on investment for the project.

Deliverables



Manigent achieved all the major deliverables defined at the outset of the project:

- Ability to easily obtain "one version of the truth"
- Powerful reporting capability and functionality
- User-friendly system
- Increased in-house knowledge & capability through training

CorVu, CorBusiness and HyperVu are trademarks of Rocket Software Inc.



PRAGMATIC CONSULTING

Project Summary



CHALLENGES

- Cost-effectively & sustainably redevelop business intelligence system.
- Maximise ease of use and flexibility.
- Increase power of data management and ad-hoc reporting.
- Achieve consistency in reporting.

OUR ROLE

- Implement a robust, flexible and cost-effective solution.
- Utilise experience & knowledge of CorVu and Microsoft.

OUR APPROACH

- Simplified system's architecture.
- Introduced Microsoft Sharepoint.
- Added extra value to project, going beyond initial remit.

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