

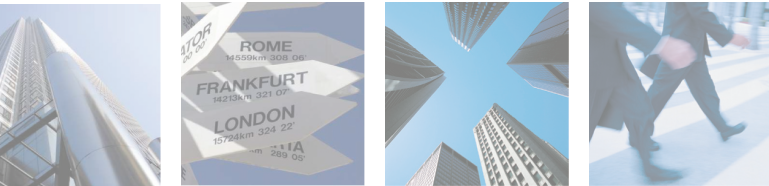


# MANIGENT

the Management Intelligence company

**MICROSOFT PERFORMANCE  
POINT SERVER 2007**  
EDUCATION SECTOR

## Client *case study*



## The business situation

The failure rates of Business Intelligence and performance management projects are high, according to research by analysts such as Gartner and industry experts such as the Balanced Scorecard collaborative.

Failure rates of 50-70% are often cited, representing not only a significant cost to organisations undertaking such projects, but also a significant lost opportunity to create an improvement in organisational performance. One of our clients faced such a potential failure when attempting a performance management implementation.

## The challenges

The increasingly competitive education sector has created pressure for schools to operate more like businesses. Pressure on management to respond to these challenges is leading schools to utilise techniques and tools from across industries.

As part of its growth strategy our client, a leading independent boarding and day school, has over the past three years, developed a strategic approach to the management of its 'business'. This has seen the adoption of more formal management processes and tools, which has driven the need for more accessible and detailed management information. Additionally, an initiative to strengthen relationships with the school governors and parents has given rise for the need to quickly and easily report and provide analysis of student results.

To support improvements in the schools management processes and enhance the accessibility of information, particularly information held in the SIMS system, our client developed a series of performance management objectives and measures. However, managing the data and presenting this information to the senior staff and school governors was a very manual process and



presented numerous issues. Manigent recommended developing a management information system based on Microsoft's PerformancePoint Server 2007.

## Our role

As a Microsoft partner, we were engaged to work with senior school staff to develop a consolidated set of management information based on the existing performance management framework. This would be achieved by developing and implementing a PerformancePoint Server based management information system.

# Our approach

When our client asked us to support the implementation of a new management information system, they initially planned to use an ad-hoc spreadsheet based solution with limited functionality.

Whilst taking a spreadsheet based approach initially appears attractive, in our experience such systems quickly become unwieldy, difficult to manage and fail to provide an robust platform to support the organisational aspirations. On Manigent's recommendation, our client conducted a pilot using PerformancePoint Server 2007. The pilot successfully proved PerformancePoint 2007 was the correct solution, providing management and student information in familiar web and office applications.

Microsoft PerformancePoint Server 2007 is an integrated performance management and business intelligence application that enables organisations to monitor, analyze, and plan their business.

Manigent selected Microsoft as a technology partner because, in our view, there is no other vendor which enables us to deliver our value proposition of providing business change via strategic information solutions, enabled by familiar, low cost and easy to use technology. We selected PerformancePoint as a platform due to its comprehensive functionality, integration with the Office suite, ease of use and the compelling ROI our clients can achieve.



**“We are now able to have really useful meetings and discussions, leading to proactive, actionable decisions.”**

*THE HEADMASTER*

## Project delivery methodology

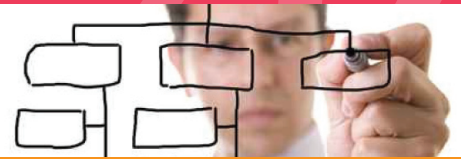
The delivery of business change or IT projects is known to be extremely difficult and a number of project management methodologies have been developed and adopted in an attempt to increase the success rate. Whilst each of these methodologies has particular strengths, they each have weaknesses as they are often designed for individual types of project.

Working closely with our clients, Manigent

uses a project management and delivery methodology that is a hybrid of existing methodologies. Particularly, Strategy Maps/BSC, PRINCE 2 and Agile Project Management are used to create a project delivery methodology that is designed specifically for the type of integrated, business change and IT projects that our clients undertake. It provides the structure and control we desire, without the loss of flexibility needed to address issues as they emerge.

## PRAGMATIC CONSULTING

### Project Summary



#### CHALLENGES

- Develop a performance management solution to provide forward looking information.
- Understand and track pupil uptake and retention.
- Engage the staff and governors in the school's strategic growth.

#### OUR ROLE

- Support and provide guidance to realise value from the investment in both software and methodology.
- Implement an integrated online, dashboard solution.
- Keep costs low whilst delivering a high value solution.

#### OUR APPROACH

- Keep it simple
- Re-engage the business by focusing on immediate business issues.
- Use familiar Microsoft technology to deliver automated management packs.

#### PROJECT DELIVERY

- Manage and align both business and IT streams of development
- Maintain support and momentum throughout the delivery
- Knowledge transfer to both business and technical users

#### TECHNOLOGY

- Low cost, high value solution
- Single integrated platform
- Familiar scalable technology
- Proven track record and future proof solution

#### BENEFITS DELIVERED

- Online performance management dashboard system
- Automated data capture and delivery Simple intuitive interface
- Low cost scalable environment
- Robust Future proof system

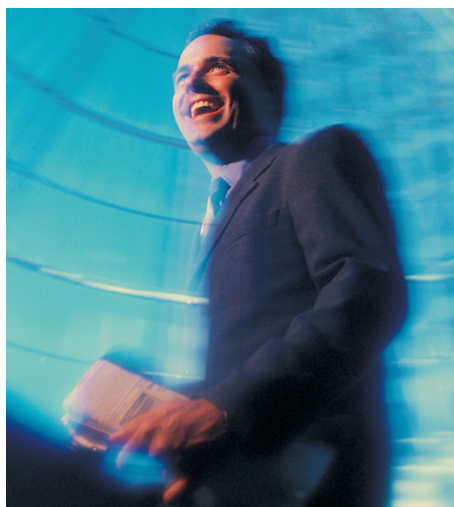
# The technology

Microsoft Office PerformancePoint Server 2007 is an integrated performance management application that enables monitoring, analysis, and planning of the business. Its infrastructure is built directly into the desktop environment (Microsoft Office), meaning our client didn't have to learn new software and were able to use applications they already knew.

PerformancePoint Server 2007 sits on top of Microsoft SQL Server 2005, a proven business intelligence, data integration, and reporting platform. Offering an exceptionally secure performance

management environment, SQL Server interfaced with the existing SIMS and financial databases to collect and manage all performance data.

Microsoft SharePoint, a web based portal, provided an online interface for both internal and external users. Personalised dashboards and views provided a fully interactive navigation and information layer, delivering the right information to the right people.



**“Manigent took the time to understand the challenges we faced and provided us with a leading edge solution that exceeded our expectations. At last we have information we can act on. This system that will keep us one step ahead.”**

*THE HEADMASTER*

## Benefits delivered

The goal of having a forward looking, strategic performance management solution that delivers information internally to school management and externally to the board of governors was achieved.

The automated data capture and management has saved a considerable amount of time and greatly reduced risks of data inaccuracy, providing a 'single version of the truth'. Regular timely dashboard production means the staff can access up-to-date information they can rely on.

Our client now has the tools and capability to use the information captured within the SIMS and financial database to understand and monitor school performance, student uptake, retention and

turnover. This enables early intervention and one-to-one attention when required. It also enables our client to have a more engaging relationship with the school governors and parents.

The technology provides an intuitive, online solution for all the users. The security layer is integrated with the existing Windows environment, providing personalised dashboards and reports already filtered for the user.

Using Microsoft also provided a low cost, high value solution that maintained a simple IT landscape. The cost savings of this solution will be realised as much in the future as they are today, with the integrated technology platform ensuring a robust and scalable future proof solution from a proven market leader.



117 Waterloo Road  
London SE1 8UL

**T:** +44 (0)20 7921 0022

**E:** [info@manigent.com](mailto:info@manigent.com)

**W:** [www.manigent.com](http://www.manigent.com)