Using data analytics to drive operational decision-making

Client name:
Unisson Disability

Industry:
Not for Profit

Client challenge:
Making operational data readily available to mid-management to empower decision making.

Grant Thornton services:
Data analytics and data visualisation

"Making business data readily available to our leaders allows us to better focus our energy towards supporting the community."

David Kneeshaw, CEO, Unisson Disability

As one of NSW's leading NDIS service providers, Unisson Disability has been at the forefront of providing support to those with disability and their families since 1924.

In 2018, Unisson Disability was supporting almost 700 clients and employed over 600 people across a range of services including support to live out of home, drop in support, vacation care for young people, a community access program, and support to find and keep a job.

Client challenge:
In with a number of different services across Sydney, the Central Coast, Hunter Region and Nepean Blue Mountains, Unisson Disability were using a number of different business applications that weren't talking to each other. This meant there was little transparency to support decision making for the business.

The solution:

When Grant Thornton's technology advisory team were engaged to develop dashboards that could pull data from multiple systems and enable business users to be more self-sufficient in gaining insights from data and make data-driven decisions in near real-time.

Working with key stakeholders, we defined what dashboards were required and where the data could be sourced from. In this instance, we drew from HR data, certification expiry, staff locations, client's NDIS Plan expiry dates and requirements, as well as financial data related to plans and operational costs.

Interviews were conducted with each family member to understand where the challenges and potential misalignments lied. This was followed by a workshop to help identify the source of the family's frustrations and recognise they enjoy working together.

We then built the dashboards and delivered a working environment to Unisson Disability. In summary this process includes:

Design – Confirm business outcomes and dashboard design
Source – Define the source of all required data.
Install – Deploy Data Visualisation Solution
Insight 1 – Delivery of agreed operational dashboards as a minimum viable product.

Following delivery, Unisson Disability were in a position to build further dashboards in-house with our team available to support, provide training or other assistance as required.

The outcome:

Access to near real-time data in a user friendly and visual format has greatly assisted the business to share and use operational information to support business decisions including resourcing for the right programs, and ensuring that their maximising their ability to support people in the community where they need it most

grantthornton.com.au