



Overview

For the past 40 years, the Davies Group has grown steadily to become one of the UK's most successful multi-service claims businesses. Today, the group provides a comprehensive range of claims management and loss adjustment solutions, and has implemented a programme of continuous development and investment in new technology to enable it to respond more efficiently to the ever-changing requirements of its growing client base. www.davies-group.com

Situation

Following a change of management in Finance, the existing financial system (Sage Line 500) was upgraded and a standardised financial structure was implemented across all entities. This upgrade provided a number of advantages to the group, primarily, having all of the subsidiary companies running the same financial solution. However, because each company is a separate entity critical information from each operation resided in separate silos making it extremely difficult for the management team to get a clear and up-to-date picture of the group as a whole. Due to the disparate nature of the information, group-wide reporting was extremely complex and time consuming and, even when completed, failed to provide an accurate overview of the group, making it difficult to identify trends and take decisions to drive the business forward.

Solution

"With so many of our businesses running Sage Line 500 it made sense to implement a Business Intelligence solution that could consolidate all of the existing financial information into a single data repository against which we could then run reports and queries," explained Stephen Byrne, Davies Group's Head of Financial Planning & Analysis. "Additionally, we were also looking for a system which we could implement across the group's mid-office platforms, of which there are several, in order to be able to analyse our operational management information. Prior to this implementation the company had used a variety of different methods to achieve this with only mixed success."

Davies Group approached Panacea, specialists in the design, implementation and support of integrated IT business solutions. Panacea was familiar with the issues faced by the group and recommended a solution based around Panacea Rapid Marts, a proven data warehousing solution for Sage Line 500 using SAP Business Objects. This would manage all reporting and information delivery from a data warehouse as well as many other sources across the organisation, including directly from Sage Line 500. These are technologies that Panacea has successfully implemented numerous times to meet the data consolidation and reporting objectives of other organisations that had executed similar acquisition strategies.

Working in partnership with the Davies Group, Panacea developed a centralised data warehouse using Panacea Rapid Marts to provide the group with a powerful and flexible data integration solution that would allow it to accelerate the delivery of best-practice analytic and business intelligence solutions.

Outcome

Now fully implemented, the solution provides the Davies Group with accurate management reports that can be generated both on a regular basis and 'on-demand'. Every day the Panacea Rapid Mart updates the centralised data warehouse with information sourced from the various data silos held by the group's various businesses, ensuring that the data used to provide management information reports is totally up-to-date.

In addition to being able to access a library of reports, the team can now build and run their own reports as and when required, reducing the pressure on the group's IT department, leaving them free to focus on other critical strategic tasks.

"Thanks to Panacea, we are now able to take better, faster and smarter decisions, based on accurate and up-to-date information drawn and consolidated from all of the group's businesses," added Stephen Byrne.

Benefits

- Flexible ad hoc reporting and analysis puts crucial information into the hands of management to ensure that the right decisions are made at the right time;
- The centralised data repository, updated on a daily basis, provides a reliable, up-to-date and accurate single point version of the truth;
- Easily customisable reporting capabilities allow managers to generate reports that deliver the information they need, when they need it and in a format that they can all easily understand;
- The IT department is relieved from the time-consuming processes of designing and running reports and are free to concentrate on other business critical projects;
- Economies of scale are achieved by implementing the same data consolidation solution across the various businesses within the group;
- Panacea's expertise and experience in developing similar solutions for other organisations resulted in a rapidly deployed and problem free implementation that enabled a short time to value by delivering on time and to budget.

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