

ANALYTICS

Seamless services for the community

Clutha District Council meets residents' needs with Qlik's meaningful insights



CUSTOMER STORY

“We need to deliver accurate data that has been analyzed and quality checked from trusted sources, so managers can make informed decisions that are better for the community and services provided.”

Schalk Breytenbach, ICT Manager, Corporate Services, Clutha District Council (CDC)

Fixing time-consuming workflows

With a largely rural area of over 6,400km, and NZ\$1 billion (around US\$700 million) of infrastructure to manage, Clutha District Council (CDC) faces challenges related to resource allocation and management that are similar to many other councils in New Zealand.

CDC is responsible for providing high-quality services for some 18,500 people living in the area. With nearly 120 staff, it has huge responsibilities – from managing the country’s largest local road network, totaling nearly 3,000km, to ensuring that over 2,000 rural properties have safe access to drinking water. CDC’s finance teams also have reporting obligations to the community while planning budgets, loans and projects.

Schalk Breytenbach, ICT Manager, Corporate Services at CDC, says its five-member IT team must meet multiple responsibilities with little room for error. “We do not even have a budget for failure,” he adds. “If you do one implementation, it’s got to work. You might not have a chance to do it all over again.”

CDC’s workflow involved manual data collection, often on paper or spreadsheets, and sometimes across several devices. The process was time-consuming, onerous and clunky, frequently resulting in errors. Inaccuracies delayed risk assessments concerning floods and other crises, which in turn affected the monitoring of trends and created anomalies, delaying the resolution of residents’ service requests.

Solution Overview

Customer Name

Clutha District Council

Industry

Public Sector

Geography

Balclutha, New Zealand

Function

IT

Business Value Driver

Reimagined Processes

Challenges

- Limited operational visibility of finances, loan forecasts and project management
- Limited ability to chart weather patterns and trends for flood mitigation
- Inefficient and manual work processes to track customer callbacks

Solution

Deployed Qlik Sense® to integrate data from multiple sources for better resource allocation and crisis management.

Results

- Significant time and resource saving benefits
- One-page visualization for meaningful insights to manage workload
- Efficient resource allocation for priority high risk areas

Easy integration of multiple data sources on one platform

CDC began its digital transformation journey more than six years ago. Prior to deploying Qlik Sense, the council had little technology exposure, forcing the team to start from scratch. Council operations had explored business intelligence tools and enterprise resource planning (ERP) systems, but these only offered basic solutions, often in raw data formats, with minimal insights.

CDC was committed to investing in its people to embrace new ways of working digitally. Together with Qlik Sense, council staff set about the process of optimizing workflows and enabling staff with even minimal technology experience to benefit from the platform.

Qlik Sense setup made it easy for staff to learn and adapt solutions in time-saving ways, with user-friendly tutorials and drag-and-drop functions for building dashboards.

“I found most of it quite intuitive. I think it is a lot faster than using other languages, it is very handy for people who don’t understand the data analytics side of things,” says Ryan Foot, IT Application/Data Analyst, Corporate Services, CDC.

Shifting from paper-based processes to a digital system had its challenges, but Qlik Sense’s intuitive nature allowed numerous functions to be streamlined quickly. Its data expansion capabilities combined with the smooth integration of information to transform how reports are generated. Teams now can quickly deliver key performance indicators, budget and loan forecasts, and financial reports at regular intervals and far more quickly than previously.

The solution also allows fields to be added to dashboards, removing the need to insert data manually onto a spreadsheet. Customization with drag-and-drop functions now makes it easier for less tech-savvy staff to access the data they need.

Planning teams also need to work quickly to deal with potential crises, such as pre-warning systems for flood mitigation. Handling incidents could previously be a chaotic process involving multiple sources of information, leaving teams overwhelmed. With Qlik Sense, however, the team can integrate data from the National Institute of Weather and Atmospheric Research and Otago Regional Council on digital dashboards. CDC can then use Qlik’s visualization features to make sense of the information and chart weather patterns and trends. Doing so enables the council to identify high-risk flood areas and deploy vital resources where they are most needed.

Visualize data for meaningful insights and efficient processes

Using Qlik Sense, CDC has seen key benefits in terms of time saved and more efficient allocation of resources. Producing reports used to be laborious, but now typically takes 50% less time than previously, while automation has freed up resources to focus on other priorities within CDC’s lean team.

For example, the council is responsible for producing a monthly Alcohol Regulatory License application report for the Ministry of Justice. Staff used to take up to two days to complete this task as data was gathered manually from physical sources. With Qlik Sense, the process is shortened to around 10 minutes, allowing staff to focus on other responsibilities.

The use of digital tools has also made workflows more efficient. CDC staff are often required to call back residents or customers to deal with repair requests such as potholes. To meet the five-day callback goal, staff had to scramble around with fiddly paper notes, making the process messy and inefficient. Automation has made this process more systematic, helping staff to plan their weeks more effectively.

“Now, staff have this lovely visual dashboard that allows them to see the peaks and troughs over the week with expected call back volumes,” says Erica Anderson, Business and Application Analyst, Corporate Services, CDC.

Using Qlik Sense, CDC is enabling and encouraging data literacy and self-sufficiency for both internal and external audiences, allowing them to base decisions and actions on meaningful information.

Qlik Sense’s powerful capabilities of presenting data in an easy-to-understand format have transformed how the council operates, to the extent that larger city councils are looking at how to replicate CDC’s methods.

CDC is now migrating to Qlik Sense SaaS and expanding its tools in embedded formats in its ERP system (Datascap) and website, making them accessible to ratepayers, contractors and staff.

The keys to success



50%

time saving to produce financial reports



10

minutes to generate a report compared to 48 hours

“People depend on our flood-prevention systems. When Qlik fires a warning and sends a report, it helps Civil Defence structure a much better plan so everybody knows exactly who to call and what to do.”

James Du Toit, Business System Analyst, Clutha District Council (CDC)



About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. A private company, Qlik offers real-time data integration and analytics solutions, powered by Qlik Cloud, to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik serves more than 38,000 active customers in over 100 countries.

qlik.com



About ABIS LTD

ABIS LTD was created in 2018 by James du Toit. With over 15 years of experience working with small, medium, and large organizations to make sense of gain value from their data. ABIS LTD has proven success in Business Intelligence including the Qlik product stack.

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