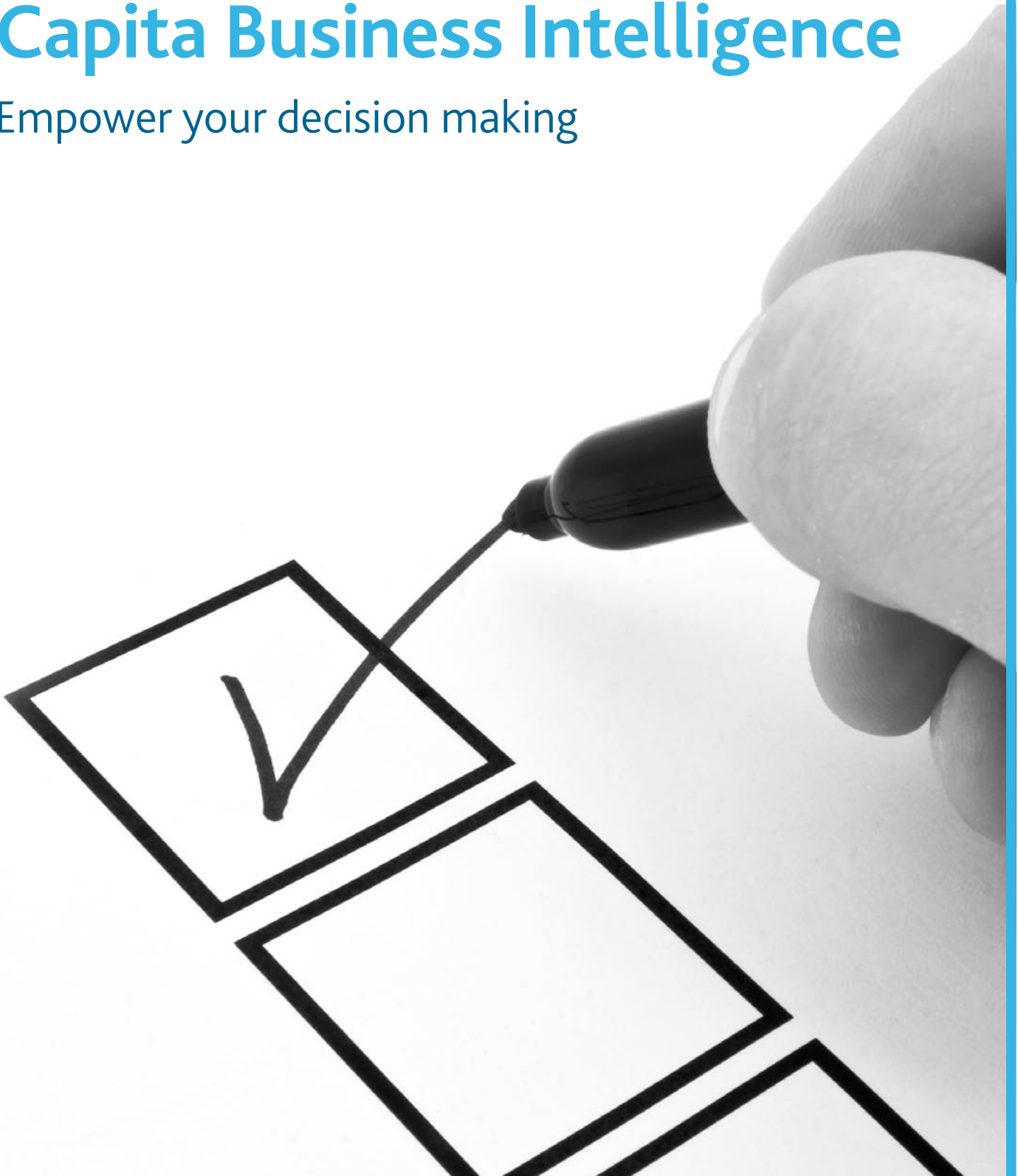


CAPITA

Capita Business Intelligence

Empower your decision making



Highlights

- Empowers a business to make informed, intelligence-led decisions by defining a Business Intelligence (BI) strategy to align operation with business strategy, unleashing the knowledge locked within business data.
- Supports enhanced decision-making making BI more accessible through a unified view of data.
- Drives operational performance efficiencies by providing immediate visibility of key performance indicators.
- Improves data management, delivering key information where it's needed most.
- Addresses the entire BI lifecycle: analysis, design, implementation and ongoing support.
- Ensures the best-fit software and architecture for an organisation through a choice of solution delivery options: bespoke, pre-packaged or operational.

The business data challenge

In today's dynamic business environment, employees need easy access to an organisation's data to support key business decisions and drive the business forward.

However, for many organisations, this data is locked away in multiple source systems where it is disjointed, inaccessible or not trusted.

To retain their competitive edge in the marketplace, organisations must ensure this data is readily available to inform the decision making process.

Capita Business Intelligence

Working in partnership with your organisation, Capita can help you define a Business Intelligence (BI) strategy to empower your business, demonstrating how your data can be used to drive successful decision making.

The Capita BI Strategy Framework is illustrated in **Figure 1**. The strategy provides a road map, enabling you to align your operational direction with your overall business strategy, and includes:

- A logical or conceptual view of the strategy.
- The data architecture and technical infrastructure.

The BI strategy is designed to support a single view of your business data by enabling you to unify disparate data sources, unleashing the knowledge within your data to support informed, intelligence-led decisions.

You can track your progress against strategic corporate goals and have immediate visibility of key performance indicators to measure – and improve – your operational performance.



Figure 1:
The Capita BI Strategy

Why Capita for your BI solution?

The award-winning Capita BI Centre of Excellence has a wealth of experience in designing and implementing BI solutions for a wide variety of organisations and industries. We have the expertise to deliver a BI solution to achieve your performance management success.

Our BI professionals use proven, best practice methodologies to deliver the entire BI lifecycle – from analysis, design and implementation, to ongoing support and training.

We have 15 years' experience in the BI environment in which we have formed strategic alliances with all major BI vendors – including Cognos, Business Objects and Microsoft. We can provide the best-fit software and the right architecture to meet your BI needs.

Benefits summary

By defining an effective BI strategy, an organisation can:

- Identify its strengths and weaknesses to sharpen its competitive edge.
- Manage data more effectively, ensuring the correct data is defined, captured and reported.
- Communicate strategy and targets across the business.
- Maintain strategic focus while effectively managing change.
- Deliver key information where it's needed most.
- Unify disparate data sources to improve data accessibility and drive successful decision making.
- Use key metrics to monitor business performance.
- Achieve operational performance efficiencies – including adherence to service level agreements (SLAs).

Benefits to employees and your bottom line:

- Communicate strategy and targets.
- Drive successful decision making.
- Deliver key information where it's needed most.
- Achieve operational performance efficiencies.

Our experience – your benefit:

- Award-winning Capita BI Centre of Excellence.
- 15 years' experience in the BI environment.
- Proven, best practice methodologies.

The right solution for your organisation:

- The complete BI lifecycle – from analysis, design and implementation, to ongoing support and training.
- Enterprise BI to managed service reporting.
- The best-fit software and right architecture to achieve performance management success.

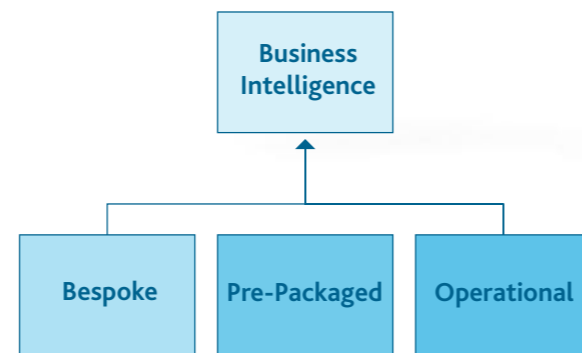


Figure 2:
Routes to performance management

Business Intelligence your way

Through our experience of designing BI solutions for a range of organisations and industries, Capita has identified three main approaches to BI solution delivery (**Figure 2**) that can be mapped to your business:

Bespoke

A complete BI solution designed to meet your specific business needs. Drawing on our experience of your industry, we combine the right skills and products to address your BI challenges. You will benefit from:

- Our experience to shape your BI future.
- Products, architecture and design tailored to your requirements.

Pre-Packaged

The rapid, fast-to-market option: we have used our experience to create pre-packaged solutions to meet the specific requirements of your industry. You will receive:

- A clear price and an easy-to-implement solution that's simple to integrate into your environment.
- A packaged suite of dashboard, metrics, analysis cubes and detailed reports to deliver BI to all levels of your business (**Figure 3**).

Operational BI

Data – when you need it. Our operational BI solutions connect to modern data sources to provide up-to-the-minute reporting on your performance. You will gain:

- Information streamed in real-time to your employees.
- Continuous visibility of your performance.

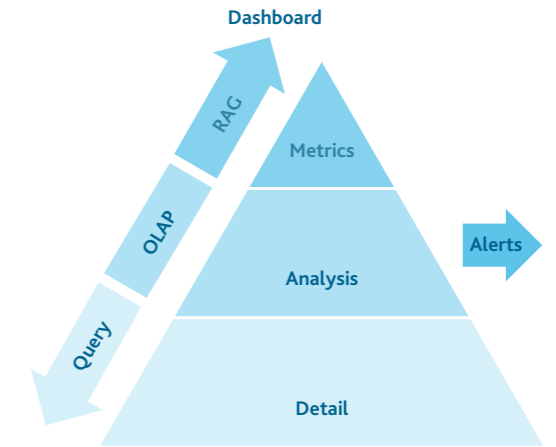


Figure 3:
Delivering BI to all business levels



CAPITA

About Capita

Capita is the UK's leading business process outsourcing (BPO) and professional services company. We support, transform and manage our clients' administration and customer services to meet the expectations of their customers and communities today, and in the future.

Capita Business Services is a division of The Capita Group Plc. We work in partnership with our clients to support business critical infrastructures and applications. Our practical approach of using technology to enable – rather than drive – business solutions ensures our services deliver real business benefits for clients.

The 800-strong Capita Business Services team comprises 'real world' practitioners who offer an unparalleled breadth of skill, resource and innovative – both technically and commercially. Our solutions span the full ICT lifecycle – from business analysis to fully managed services, underpinned by a world-class service model.

By understanding our clients' business requirements, we align our solutions to address these business needs and create a framework that extends beyond technology.

Working with Capita can help you ensure that today's business initiatives realise tomorrow's business goals.

800

The 800-strong Capita Business Services team comprises 'real world' practitioners who offer an unparalleled breadth of skill.

Further information

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