

CAPITA



IT SERVICES

Business Intelligence

Casting a new light on decision making.

Your Data. Your Business. Our Insight.

In a complex world, there are many barriers to making the best decisions.

At Capita, we have the knowledge and expertise to break down information barriers and help you see your business in a new light.

The Challenge

Success demands accurate and intuitive management information...fast

To achieve this, we need a fresh approach to business intelligence.

In our complex world, there are many barriers to making the best decisions - information in disparate sources, incompatible data formats and departmental silos. Businesses are awash with data and information, but not actionable insight.

The appetite for real time intelligence from a complex network of data, operational, business, markets, news and social media is increasing, whilst business drivers demand lower costs and increased efficiencies.

At Capita, we can help you see your business in a new light. We have the knowledge and experience to consolidate your data, enrich it and present it in new, innovative ways to enable intelligent, timely decision making and bring competitive advantage.

Our Business Intelligence solutions are fast, they're on demand, they use the latest cloud technology and they deliver tangible business benefits.

Rising to the challenge

At Capita, we live for the challenge. We are partners in your quest to have the best insight into your business, your customers and your market. Working with our customers, we have built a strong reputation for designing and implementing business intelligence solutions that really work for users.

If you're looking for a solution that will deliver...

- Regulatory reporting or compliance
- Key performance indicators, scorecards or benchmarking
- Operational dashboards
- Real time analytics for customer insight or market behaviour
- Sales or financial forecasting
- Supply chain reporting, data sharing or collaboration

...we can help you.

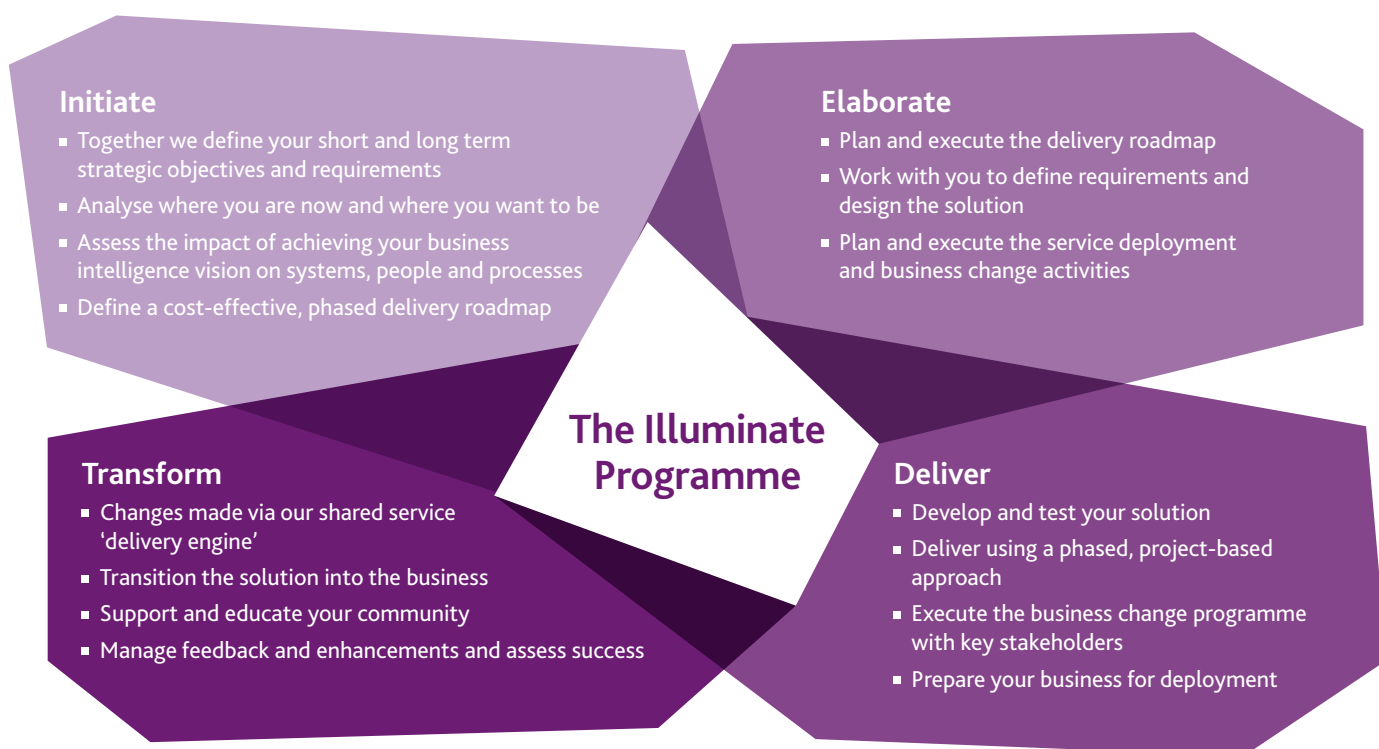
Brighter Business Intelligence

The success of any business intelligence solution is not just about the technology, it needs to offer:

- **Relevance:** relevance has a short shelf life. Can you quickly tailor your dashboards or reports to suit your needs, or your train of thought?
- **Ease of use:** if it isn't easy to use, people won't use it. Can you access the data and information via multiple platforms - desktop, web, mobile or tablet?
- **Collaboration:** people don't work in isolation. Can you share information, communicate with colleagues or collaborate in social communities to expedite decision making?
- **Performance:** speed is of the essence. Do you enjoy fast query response times? Or do you have to compromise decision making functionality to gain quick access to data?
- **Accuracy of data:** Accuracy creates confidence. Do you have complete confidence in your reports, dashboards or KPIs?

Your destination. Our journey.

Whatever your goal, be that improved customer service, efficiency savings or enhanced profitability, the journey to effective business intelligence starts with our Illuminate Programme. With four clear steps, our iterative deployment approach delivers tangible business benefits in days and weeks, instead of months or years.



At Capita, we pride ourselves on our ability to deliver projects within budget and on time. We're passionate about incorporating the latest thinking in design, system architecture, project management and advancements in technology.

A new dawn for business success

With a fresh approach to business intelligence we can help you achieve:

- **Competitive advantage:** by making decisions faster, based on a holistic view of your business
- **New business opportunities:** through a clear insight into customer behaviour or market changes

- **Efficiency savings:** with instant access to interactive dashboards and automated reports, supported by collaborative workflows
- **Greater productivity:** by empowering your teams to make informed decisions on the move
- **Increased return on investment:** by unlocking the true value of your existing data and systems

- **Stronger performance:** with immediate visibility of key performance indicators
- **The solution you need:** information as you want it, on your platform of choice, shared efficiently.

We have successfully transformed businesses in a number of markets, including Local and Central Government, Public Sector, Health, Education, Financial Services, Retail and Manufacturing.

Shining a light on your business

Customer choice and flexibility is integral to everything that we do.

It's about what **you** want, whether that's a simple, monthly, cloud-based subscription service, mobile solutions or a bespoke on-premise solution.

We work with a range of leading vendors such as Oracle, Microsoft, SAP and IBM and we embrace Open Source technologies to deliver the best service for you.

Plus, we offer flexible commercial models that are designed to spread costs, reducing Capex and Opex and giving you a faster return on investment.

So what do we offer?

- **Managed Service** - a unique, fully managed and hosted solution, delivering your business intelligence from the cloud. No large upfront capital investment required and no hardware or software to manage, so we can rapidly launch your service and give you results fast.

- **Custom Solution** - a tailored business intelligence solution designed to meet your organisation's specific needs. If you have a preference to install and manage all IT services in-house, we can deliver a business intelligence that's right for you.

- **Information Portal** - embedded business intelligence solutions, managed or on-premise, which combine: management scorecards, operational dashboards and reporting, with collaborative workflows and alerts - providing a single hub for all of your intelligence.

- **BI on the Move** - mobile business intelligence solutions that combine simplicity and ease of use with collaborative and social networking - giving you secure access to business information anytime, anywhere.

- **Advanced Visualisation** - innovative visualisation solutions that help identify data hotspots, outliers, relationships and associations that would otherwise go undiscovered.

- **Rapid BI** - utilising the latest in-memory techniques to help you quickly react to your changing landscape. We can deliver rapid results that meet your short term business requirements or prototype longer term strategic business intelligence solutions.

Capita: sparking business transformation

Capita is at the leading edge in redefining and transforming services. Focused in the UK, we have a deep understanding of government policy, regulatory restrictions and the macro and micro economic environments in which you operate.

At Capita, we can offer the best ingredients of:

- The expertise of the UK's leading Business Process Outsourcing company
- The flexibility of a Systems Integrator, helping you work existing data and systems harder

- The agility of a specialist BI company that can fine tune solutions to your business.

This means we are uniquely placed to deliver real, sustainable business transformation. That's why our customers choose us.