South Australian Employment Tribunal /
Power BI - Proof Of Concept (PoC)

Challenges

- Current reporting was based on writing database queries and updating Excel pivot tables.
- Aside from being time consuming, turnaround times on queries from non-IT staff was at times slow.
- Stress and concern with regards to possible erroneous data being provided to the business.
- The business staff were highly dependent on a single person in IT fielding their queries and responding.

Solution

The Proof of Concept developed an analytical data model and related visualisations using Power BI. This demonstrated the capability of Power BI within 6 working days whilst providing the South Australian Employment Tribunal with a functionally working self-service analytical capability.

Benefits

The Proof of Concept not only demonstrated the capability of Power BI but more importantly demonstrated what a robust analytics capability can do for an organization. The following benefits were recognised:

- Speed of updating routine reporting as well as performing ad hoc analysis was significantly improved
- Human error potential has been significantly reduced.
- Potential self-service case management analytics without significant IT assistance.
- IT staff are now able to spend more time on other tasks rather than painstakingly collate data in response to business requests.
- Key person risk associated with extracting information from the case management system was present.
- Reporting was visually appealing and adopted SAET branding styles.

Capabilities

Systems analysis

Business analysis

Data modelling

Report design and development

Technologies

Power BI Desktop & Service

SQL Server

Domains

Case management