A University BI-solution

- Better insight and control over operations
- Easy access for all users
- Reliable and accessible information

According to Swedish customers 2014
LEADER IN CREATING
CUSTOMER VALUE
Research by radar ECOSYSTEM SPECIALISTS

Infotool, leader in creating customer value in Sweden.
Infotool is a leader in creating customer value in operational, tactical and strategical areas during 2014 according to the large review of supplier´s quality by Radar. In the beginning of each year Radar (www.radareco.se) performa a major survey regarding perceived values by customers and quality. This year over 1000 Swedish organisations participated to assess their suppliers in Swedens´s largest quantitative survey with IT-decision makers regarding delivered customer value.

Image: Umeå University

How Umeå University Improved Control over its Operations

The British Broadcasting Corporation's (BBC) website was an inspiration for Umeå University when they asked Infotool to help build their employee web portal. The goal was to have an appealing interface and intelligent reporting tools that would simplify search processes within its operations. The result was so successful that the portal has become a showcase for other universities and organizations.
"Umeå University's administrative system was full of information, however it required quite some work to find exactly what was needed," says acting university director, Per Ragnarsson.
"The new portal makes it easier by supporting and streamlining our business processes."

The Challenge

Umeå University is a large and complex organization with 4,300 employees, four faculties plus the Umeå School of Education. The university's main administrative system contains information on its number of employees and students, annual teacher staffing statistics and student admissions, payroll, financial status, and other business data. Many staff members, especially managers and analysts, need ongoing access to information in order to get facts or write reports. For example, the university receives around SEK 1.2 billion for its educational budget. How much should each faculty department receive in relation to its number of students? This type of information should not be difficult to find. However, it was both tedious and time consuming to dig out the stats before the new portal was built.

"We would get an enormous amount of questions from our organization about how to locate specific information. It took lots of time," says **Henrik Stenwall**, researcher at the university's planning department and responsible for the new web portal.

The Solution

The university contacted Infotool which specializes in **university business intelligence solutions** creating educational and functional interfaces supporting complex corporate data.

So, why choose Infotool?

"Now we have a web interface that can be easily accessed by all users. The portal is a clear step forward. We save time and we have better insight and control."

Acting university director: Per Ragnarsson.

"We've worked together earlier and to put it simply, they are talented consultants."They have the expertise," says Stenwall.

Stenwall had a vision of an editorial format similar to the BBC's web portal. As a starting point, it needed to support all types of user interfaces such as desktop computers, laptops, and tablets.

The portal was eventually designed after several meetings with Infotool including some meetings in its Stockholm office.

Infotool built its solutions using the end-to-end business intelligence platform called The Diver Solution supports analysis, monitoring, key performance indicators and dashboards. The Diver Solution was adapted to Umeå University's underlying technology and database with its various reports. Efforts to develop these and change several to standardized reports continued even after the portal was launched.

”Now, it looks neat and professional”

Researcher at the university's planning department and responsible for the new web portal: Henrik Stenwall.

”We wanted to have reliable, simple and accessible information to base our decisions upon,” says **Per Ragnarsson**. ”We also wanted standardized reports so everyone was on the same page.”

The Result

The portal, named Focus, consists of a left-hand column containing a number of fields with images and short texts that have links leading to articles with more detailed information. The index site is designed in classic newspaper style with articles and notices. Market indicators and other information is placed in the right-hand column. The articles focus on one subject at a time and may consist of text, tables or graphs. It is simple and tidy.

Umeå University is one of Sweden's largest universities with around 4,300 employees and more than 32,000 students. It offers 30 degree programs in a wide range of academic fields including science and technology, social sciences, business, health, medicine and the arts. Read more at www.umu.se.

Image: Umeå University

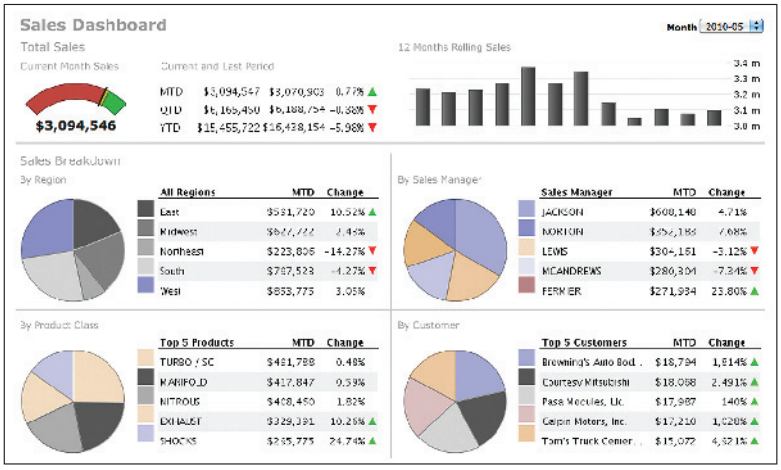
Improved Performance Through Better Information Delivery

The Diver Solution: An All-Inclusive, End-to-End Business Intelligence Platform

Dimensional Insight provides data discovery and information delivery that improves performance by supporting cost effective, data driven decision-making. Our flagship product, The Diver Solution™ (Diver), is an end-to-end business intelligence (BI) platform that includes rich data visualization, powerful data integration capabilities, and an array of data access options capable of satisfying the needs of every enterprise user.

Time-Critical Data Integration in One View

No matter where your data resides, Diver's data discovery tools integrate your disparate sources and transforms them into a data Model. With Diver's multidimensional model methodology, the information has already been processed, summarized and optimized for analysis and reporting, so responses are rapidly returned. This unique approach eliminates data hierarchies and other navigational constraints present within competing BI solutions. This methodology does not require the additional expense of creating a data warehouse or the licensing overhead associated with an underlying database.



Bring your enterprise data together with a consolidated view of performance *— Organizational data is extracted from various source systems, integrated and delivered to Diver users for easy, secure, role-based access to business critical metrics.*

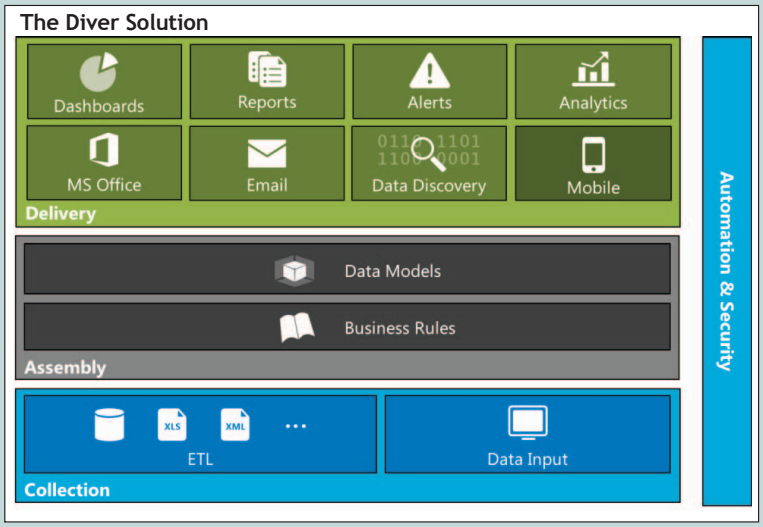
Rapid Time-To-Value

Our technology provides organizations with a flexible approach for deploying dashboards and web-based report views. Users have the ability to view information at a summary level and then to 'dive' directly into more detailed views to understand root cause — all without IT intervention. Rapid information access empowers users with the answers to their questions, speeding the decision-making process.

Dimensional INSIGHT

The Diver Solution

Diver is a complete business intelligence platform. Every implementation includes the installation of all back-end server and production components. There are no hidden costs or expensive third-party tools required to deploy additional features. Users access data through a number of interface options depending on their specific information viewing and analysis needs.



BI That's Powerful And Complete

Data-Driven Decision-Making

Reduce time-to-information, automate the report generation process and establish a culture around data-driven decision-making that positively impacts performance. With Diver, users are given greater visibility into their data, with a software solution designed for viewing, analyzing and sharing information.

Powerful Data Integration

Gaining actionable intelligence requires a systematic approach to extracting, consolidating and converting data into a streamlined format suitable for delivery to users. Diver automates the data extraction and transformation process — data is collected from disparate sources, business rules are applied, and the information is fed directly to the application's presentation layer for use in dashboards and reports.

Interactive Dashboards & Scorecards

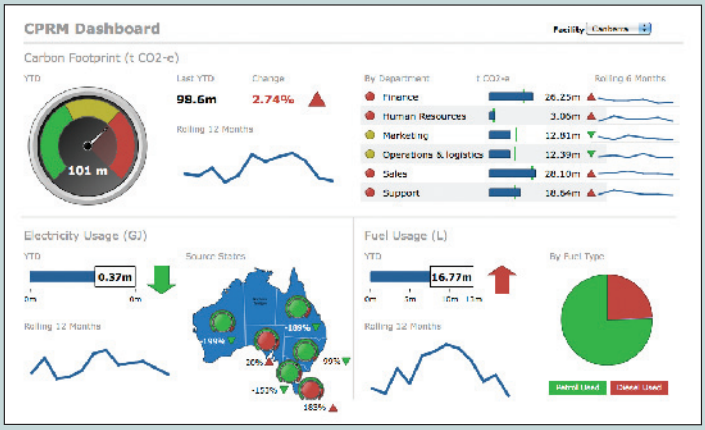
Providing users with secure, role-based intelligence is essential to data-driven decision-making. Diver simplifies the information delivery process, ensuring users are given timely access to business-critical metrics in a format that is meaningful to their specific role, while acting as a reliable, centralized information access point.

Ad Hoc Analysis & Self Service Reporting

Having access to a reporting environment is valuable only if users can easily answer their own questions of the data as they arise. Diver includes interactive reporting and analysis functionality that allows users to filter and access additional layers of detail directly — no additional report requests are needed. Diver allows users to 'dive' in any direction they wish without the limitations of pre-set "drill paths" or hierarchical constraints. Diving is a simple point-and-click operation: No SQL queries, scripting or programming are required to explore and analyze your data.

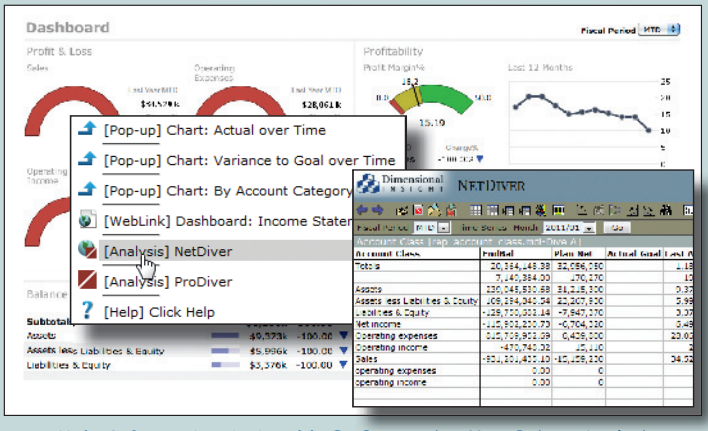
Alerts & Information Broadcasting

Information overload is a real concern, especially when new transactions are logged on a minute-by-minute basis. Intelligence thresholds are predefined based on your business rules. When threshold ranges are violated, notifications are automatically pushed out to the appropriate stakeholders.



Support Decision-Making With Rich Data Visualization Capabilities

Provide users with the ability to easily identify trends and exceptions within the data by utilizing enhanced data visualization features. Data can be presented to users in a number of ways — interactive maps, indicators, bullet charts, trend lines and gauges — ensuring users are able to see the information in a context that is meaningful to them.



Make Information Actionable By Supporting User-Driven Analysis

Decision making is often hindered by the time lag that exists between identifying a metric that requires action and investigating the underlying detail. Diver users can seamlessly navigate from a high level dashboard view to the detail without requiring IT support.

Empower Users With Anytime, Anywhere Access

Diver includes mobile BI capabilities empowering your knowledge workers with anytime, anywhere access to business critical information.

University BI-solution

Integrating data from different source systems provides great value

Combining data from different systems in a BI solution gives great value in all areas of operations in higher education. It facilitates the presentation and analysis of cross-functional data which leads to higher quality decision making and efficiency improvement.

Linnaeus University

Combined data with information about students, publications and financial status etc gives the whole picture of the university at a glance.

More information

Infotool Data AB
Jens Rundquist
Tel direkt/mobil +46 8 517 990 04 / + 46 73 771 96 30
E-post: jens.rundquist@infotool.se
www.infotool.se

Dimensional Insight Netherlands B.V.
Lieven Schellevis
Tel direkt/mobil +31 88 514 8800 / +31 6 2863 3349
E-post: L.Schellevis@nl.dimins.com
www.dimins.nl

According to Swedish customers 2014 — LEADER IN CREATING CUSTOMER VALUE — Research by radar ECOSYSTEM SPECIALISTS

Infotool, leader in creating customer value in Sweden.
Infotool is a leader in creating customer value in operational, tactical and strategical areas during 2014 according to the large review of supplier´s quality by Radar. In the beginning of each year Radar (www.radareco.se) performa a major survey regarding perceived values by customers and quality. This year over 1000 Swedish organisations participated to assess their suppliers in Swedens´s largest quantitative survey with IT-decision makers regarding delivered customer value.