

Coldharbour Data Analytics

Sophisticated and flexible management dashboards enable users to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts

Bring your data to life with Coldharbour Data Analytics



Interactive dashboards and analytics accessible on mobile devices



Share unified information, in multiple formats, in real-time



Supporting **35%** of Coldharbour customers

Coldharbour Data Analytics is a powerful solution, for presenting meaningful and accurate system data, which allows you to make informed decisions across your entire organisation.

Organisation-wide intelligence

The aim of data analytics is to reverse the trend, whereby a business spends more time processing data than participating in business decision making. Resulting operational and financial data needs to be flexible enough to support dynamic business structures and aims.

The key to effective reporting is not only being able to understand and interpret the underlying system data but equally to be able to relate that data to the differing requirements across the business. The flexible configuration facilities within Data Analytics enable the user to define the exact content of the data required quickly and easily with the reporting outputs being presented in real-time.

Share information seamlessly across your organisation

Ensuring that the right people are receiving relevant, timely and accurate information is paramount to a successful business intelligence strategy. The ability to produce effective ad-hoc reporting, day-to-day actionable data and strategic organisational intelligence provides a comprehensive solution that combines localised empowerment with corporate accountability.

The benefits

- ▶ Consolidates data from multiple sources
- ▶ Provides secure real-time monitoring and unified information
- ▶ Customises interactive dynamic apps, for world-class dashboards and analytics, all accessible on mobile devices
- ▶ Integrates with Coldharbour software products
- ▶ Includes in-house specialists to provide tangible end-to-end solution

Empowering businesses for better decision making

Organisations are dealing with difficult and increasingly unpredictable economic conditions. In today's current economic climate, reducing risk and keeping up with the rate of business change has become much more difficult.

Data Analytics, powered by QlikView, is a fully integrated end-to-end solution for organisations who wish to produce consolidated information rapidly across multiple sites and from any data source.

Our cohesive solution set provides the tools to drive better and more informed decision making and future planning that will positively impact your business. Our unique and comprehensive schema provides data from Coldharbour software products in conjunction with third party applications, such as accounting and HR systems.

"Our strategy is to enable customers to be self-sufficient in the delivery of reporting and data analytics throughout their organisation."

The partnership and combination of Civica and QlikView has introduced customers to new products and capabilities which will dramatically lower the overhead of delivering real-time information.

Certified QlikView Partner with in-house expertise

As a Certified QlikView Partner, Civica is able to provide and maintain a range of QlikView Apps which seamlessly integrate with all Coldharbour software applications. We also have fully qualified QlikView designers and developers who can work with your organisation to get the exact results your business requires.

"Data Analytics has enabled us to pull together data and present it in different formats that can be used at all levels of the business. From a branch manager monitoring staff performance to the MD assessing business performance."

James Hockley,
Systems Development Manager
MiHomecare



Top 5 reports for Residential Care:

- ▶ Occupancy - includes closing occupancy for the previous weeks and links to how many admissions/deaths and discharges
- ▶ Budgeted occupancy - covers budget monthly occupancy vs actual
- ▶ Enquiries - indicates how many enquiries in a selected period and presents how many have rounds or assessments and how many were admitted
- ▶ Enquiry sources - specifies where the majority of enquiries are generated
- ▶ Target fees - contains target fees vs actual fees to show which homes are underperforming

Top 5 reports for Community Care:

- ▶ Visits/services - includes percentage of visits/services provided based on punctuality
- ▶ Number of hours lost/gained - shows the number of hours of care that have been gained through new clients/services compared to those that have been lost in the previous week
- ▶ Unallocated planned visits - indicates the percentage of services that are planned for delivery that have not got an assigned carer(s)
- ▶ Revenue vs costs - specifies the amount of charge to the client for services provided (revenue) vs the amount paid to the carers for the same services (costs) which can be by contract or by branch
- ▶ Total hours of care - covers current period compared with last period