

Coldharbour Data Analytics

Sophisticated and flexible **management dashboards**

Allows you to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts.

Main benefits:

- ▶ **Consolidate data from multiple sources for interactive analysis and ability to support high volumes of data**
- ▶ **Secure real-time monitoring and unified information for faster response to business changes**
- ▶ **Customise interactive dynamic apps, for dashboards and analytics, all accessible on mobile devices**
- ▶ **Discover deeper insights and solve problems**
- ▶ **Integrates with Coldharbour software applications**
- ▶ **In-house specialists to help provide you with a tangible end-to-end solution.**

Civica's Coldharbour Data Analytics software, powered by Qlik, is an effective solution for presenting meaningful and accurate system data, allowing you to make informed decisions across your entire organisation.

By using Coldharbour Data Analytics you can spend less time processing data and more time participating in business decision-making.

The key to effective reporting is not only being able to understand and interpret the underlying system data but to be able to relate that data to differing requirements across your organisation. Operational and financial data also needs to be flexible enough to support dynamic business structures and aims.

The flexible configuration facilities within Coldharbour Data Analytics enables you to quickly and easily define the exact content of the data required with reporting outputs 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 insights provides a comprehensive solution that combines localised empowerment with corporate accountability.

Over

30%



of Civica's Coldharbour customers use Data Analytics



**Qlik Partner
Healthcare
Specialist**



**Unified
information in
real-time**



**Interactive
dashboards**

Empowering businesses for better decision making

In today's challenging economic climate reducing risk and keeping up with the rate of change has become much harder.

Civica's Coldharbour Data Analytics, powered by Qlik, 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 in conjunction with third party applications such as accounting and HR systems.

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

Accredited Qlik Partner for Qlik Healthcare Specialisation programme

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



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 do not have an assigned carer(s)
- ▶ **Revenue vs costs** - specifies the amount to 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.



Find out more

Get in touch today to find out more about how our Data Analytics solution can help you.

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