

# Pentaho Customer Case Study: London Borough of Camden



## Delivering Outstanding Citizen Service with Pentaho

### Company Overview:

Camden is one of the top performing boroughs in London scoring the maximum four stars in the Audit Commission's comprehensive assessment. Camden Council has been a pioneer in using technology effectively to deliver best in class services to residents and businesses.

### Pentaho Partner:

Graymatter is open source services company focused on providing business intelligence solutions. Graymatter has successfully implemented and deployed Pentaho for several customers in the UK, US and India.

### Key Business Challenges:

Camden's Housing Benefits and Council Tax departments use a CRM system to track services offered to visitors who come into their reception area. A set of KPIs were defined to monitor the progress of visitor requests, but it was extremely difficult and time consuming for business users to have access to current KPIs of contact centers as this information was derived using complex steps from data stored in the Lagan CRM system. It was also necessary to monitor the trends periodically and drill down to details from the summary views to identify potential bottlenecks and take necessary actions to ensure SLAs were met.

### Solution:

The London borough of Camden deployed Pentaho BI Suite Enterprise Edition on a Red Hat Enterprise Linux server, using a JBoss application server and a PostgreSQL database, and integrates with the organization's centralized security system based on Microsoft Active Directory. Graymatter managed the design and deployment of the project, from dimensional modeling to data warehouse generation, to dashboard and report design. The deployment takes advantage of the full breadth of capabilities of the Pentaho BI Suite Enterprise Edition and was implemented in only four months.

### Results:

Now with Pentaho, business users are able to easily access real-time KPIs, and to drill from summary level information into detailed reports. Users also subscribe to standard reports which are delivered to them automatically via e-mail at periodic intervals.

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