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Power BI UX Review

Peter Heydon / Solutions Lead for Data & Analytics

peter_heydon@data3.com.au

+61 429 510 675

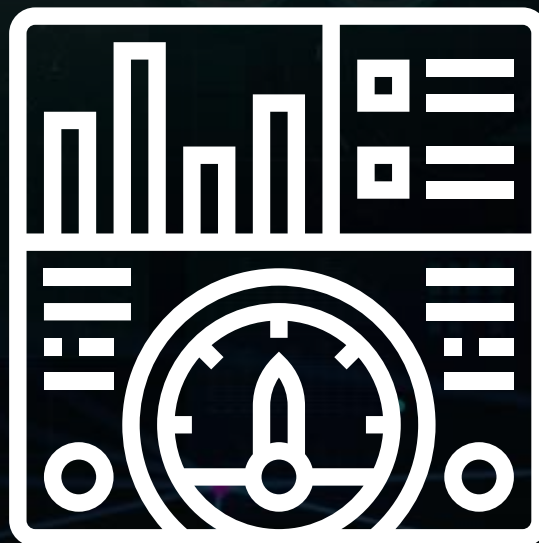# Your Power BI and Data Analytics Challenges

User adoption

Understanding value & ROI

Time to progress projects

What solutions are available?

Specialist skills in your team

Knowing where to start

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Power BI User Experience (UX) Review approach

Goal

- Identify gaps of the user experience for Power BI within your organisation
- Understand how to improve the overall user experience and adoption of Power BI

Outcomes

- Holistic user experience assessment for Power BI, looking at report usability, report organisation, navigation, user adoption and governance.
- User experience review document summarising key themes, findings from discovery sessions, and recommendations.

Requirements

- Attendance from business stakeholders for two discovery workshops (up to 8 attendees each); or
- Attendance from business stakeholders for one-on-one interviews (up to 10 interview sessions)
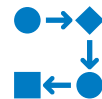
Methods

Our Power BI User Experience (UX) Review is designed to provide insights to help you improve the overall user adoption of your reporting platform. This may be many reasons behind poor adoption (e.g. usability, low trust in the data, poor business sentiment towards reporting) and our approach looks to help get to the root cause.

We conduct a high-level current state assessment to capture contextual aspects of your reporting needs. Using either a group workshop of one-on-one interviews we will look to understand end-user needs and challenges. We look to validate our findings with you and assess relative priorities before documenting these into a report. The report includes tangible actions you will be able to undertake to improve the user experience and adoption of Power BI in your organisation.

Power BI UX Review of enterprise reporting platform to enhance business decision making for Australian Law Firm

Customer Background

This Law Firm had developed a significant reporting capability based on Power BI to help manage their practice. Despite the investment of effort to date, there was a challenge around driving engagement within the business groups. Fielding criticisms from within the business, the CIO was interested to explore how to improve the report aesthetics and usability of their reports. Providing improved governance was also top of mind.

Customer Outcome

Data#3 was engaged to help identify the core issues and provide recommendations, focusing on the user experience of the Power BI reports. A review of the existing reports and technical environment provided context and a baseline against best practices and standards for report design. Discovery workshops were then held with key business groups and members of the executive leadership team. This was to hear first-hand on the challenges that staff were facing.

A set of recommendations was prepared, however it became clear that many of the issues could be resolved through preparation of an Enterprise Reporting Strategy and Roadmap. The engagement expanded to validate the technical architecture, establish a reporting governance model, as well as formulate an adoption plan. This involved a multi-disciplinary team to work with the Law Firm in preparation of the strategy.

Impact and Result

Trust and buy-in: The Law Firm were able to develop an organizational change plan to combat he challenges and perceptions including a training plan for staff.
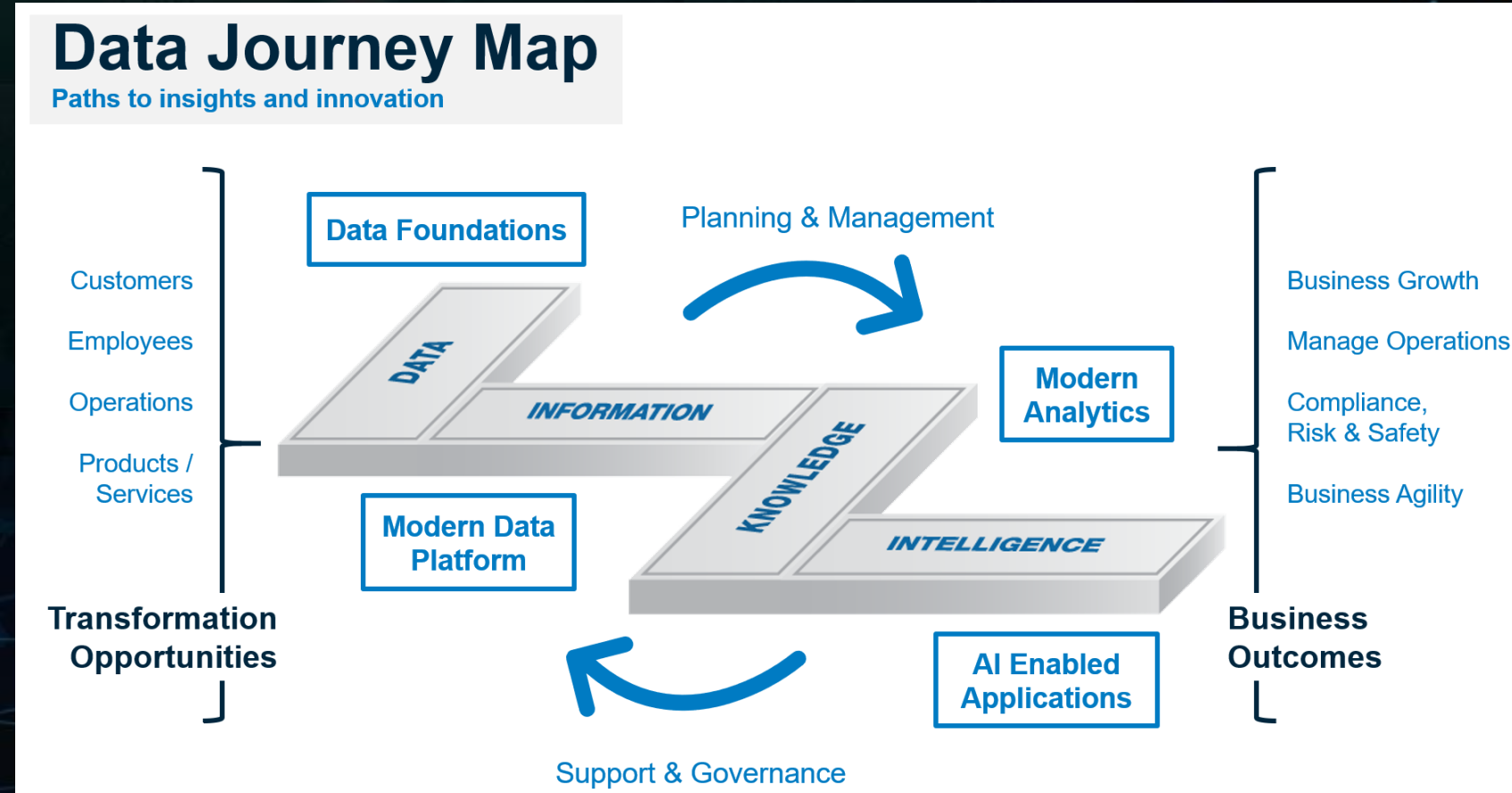
Ownership of reporting: The Law Firm now had a reporting governance model that delineated the responsibilities between IT and business for ownership and governance of the data, the semantic layer and the reports.

Technical validation: An analysis of the future growth plans for reporting was conducted and opportunities for cloud deployment of data to Azure was outlined to help scale the reporting environment for the Law Firm with a strong technical foundation.

Visibility for the future: The two-year strategy and roadmap provides the Law Firm with a clear path for bringing the reporting governance, adoption plan and future state technical architecture together.

Our Framework for Data and Analytics Solutions

- Provides a simplified approach to solutions aligned to business needs

- Meets you where you are at on your own data journey

- Extends from planning and strategy, to implementation and support

- Under continuous improvement, incorporating feedback and lessons learned from client projects

- Aligns with Microsoft Cloud Adoption Framework and reference architectures

Data Journey Map
Paths to insights and innovation

Planning & Management

Data Foundations

Customers
Employees
Operations
Products / Services

DATA
INFORMATION
KNOWLEDGE
INTELLIGENCE

Modern Data Platform

Modern Analytics

AI Enabled Applications

Support & Governance

Transformation Opportunities

Business Outcomes

Business Growth
Manage Operations
Compliance, Risk & Safety
Business Agility

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Why Data#3 is Different

CUSTOMER CENTRIC

UNDERSTANDING YOUR BUSINESS

Our customer-first approach ensures our people understand your challenges and opportunities

SAFE PAIR OF HANDS

Our Australian presence with consultants, engineers and support teams allow us to develop and maintain deep customer relationships.
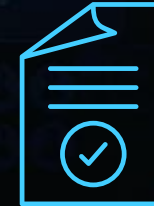
VALUE FOCUSED

DATA JOURNEY FRAMEWORK

We created a data and analytics framework based on the client projects and their feedback, to help reduce project risk and simplify your own data journey.

END-TO-END SOLUTIONS

Our end-to-end managed solutions allow us to guide you along your cloud journey. The right solution, every step of the way.

EXPERIENCE

DEEP INDUSTRY KNOWLEDGE

With over 40 years of experience in delivering projects, we have built extensive and deep knowledge across many verticals.

HIGH-END EXPERTISE

Our Azure Expert MSP status and people with the highest certifications, backed up by on-the-job experience.

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www.data3.com.au

1300 23 28 23

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