Customer Success Story

# VIVID builds faster business insight with Power BI

Hitachi Solutions

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VIVID is Hampshire's largest provider of affordable homes, managing over 30,000 homes in the South East. It's a major builder of new homes amongst UK housing associations with plans to build at least 1,200 a year across all tenures.

Hitachi Solutions impressed us with its knowledge of the Microsoft data platform and roadmap as well as Its experience and expertise in business intelligence."

**Mark Wilson, VIVID**

## Business Challenge

VIVID was aware that it wasn't getting maximum value from its data and identified a service desk system that it wanted to use as a test bed for Power BI.

The Richmond Service Desk System didn't have an in-built reporting capability that suited VIVID's needs. Instead, it used a collection of spreadsheets that extracted, manipulated and presented data in a more useable way with the service desk manager manually collating information from the spreadsheets to produce monthly statistics.

VIVID wanted a single pane of glass view for real-time performance metrics, monthly management information statistics and for ad-hoc analysis. It wished to use the Richmond Service Desk System as a meaningful and representative sample of Power BI visualisations to showcase the system's capabilities.

Moving forward, VIVID wanted to better utilise its data in order to make more informed business decisions based on an accurate understanding of the organisation's benefits, risks and costs.

## Benefits

- Low-cost, low-risk trial
- Knowledge transfer and upskilling
- Significant time savings

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## Unlocking the power of Power BI

VIVID chose Hitachi Solutions' specialist housing association team to undertake the project. It was impressed with Hitachi Solutions' relationship with Microsoft and ability to deliver the very latest benefits of Power BI. VIVID welcomed the proof of concept as the first in a long line of opportunities for longer-term partnership with Hitachi Solutions on management information and business intelligence.

Hitachi Solutions welcomed the opportunity to showcase the capabilities of Power BI by providing a solution to a real-world problem. Working closely with VIVID both remotely and on-site, its team of experts captured VIVID's data and analytics across multiple systems and provided a friendly, self-service dashboard. The interactive dashboards visualised VIVID's KPIs, highlighting performance trends against service level agreement targets.

## Benefits to the business

The proof of concept delivered proof of value to VIVID. It provided a low-risk approach to deciding whether Power BI was the right product for the housing association. And it more than fulfilled VIVID's aspirations for real-time performance metrics, monthly management information statistics and ad-hoc analysis.

VIVID now has a live working model and a supplier relationship built on evidence, experience and trust.

## Why Hitachi Solutions

Hitachi Solutions is one of the largest, most qualified and highly experienced Microsoft Dynamics consulting firms across the globe, capable of handling complex tier-one displacement projects. Our company's calibre of expertise and commitment to customers is evidenced through our consistent recognition from both Microsoft and industry analysts.

Contact a Hitachi Solutions expert to discuss how our Microsoft Dynamics Solutions can help improve your productivity.

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