Case study
QSuper

The Challenge

QSuper has devolved purchasing throughout the QSuper Group, which includes a number of entities such as QSuper Limited and QInvest Limited. Each entity recorded its purchasing in different ledgers, making it difficult for the organisation to gain a consolidated view of its spending. Analysis of the data became unwieldy and time consuming.

"When we were doing our annual spend review, compiling a single report with all the information to meet the needs of our entire business took weeks. Cross-checking the report took even longer," said Procurement Manager Jasmine Freeman.

"We would have the same issues when we got a request from the executive office for analysis of the data in different ways, and it meant we couldn't respond in a timely manner.

"Business intelligence solutions can be cumbersome to implement, so we were looking for something simpler, that would enable us to start realising benefits straight away."

The Solution

QSuper implemented TechnologyOne's BI Rapid, to enhance its existing TechnologyOne suite including Financials, Supply Chain and Enterprise Budgeting. BI Rapid provides over 30 preconfigured dashboards, delivering a cost effective way to quickly implement and start using Business Intelligence.

The Outcome

QSuper has reduced time spent on collating reports, providing real-time analysis to key stakeholders. Through the preconfigured dashboard approach, the company was able to rapidly implement and start realising immediate benefits.

"We were able to implement the preconfigured dashboards in just one day, giving us a great starting point and helping us to get up and running immediately," Ms Freeman said.

"Rolling out the dashboards has given key people in the business access to real-time information in a format that they can understand. By giving more people access to the TechnologyOne dashboards, we have reduced manual handling and the burden on our finance team."

Highlights

800 staff with access

500,000+ members

Saved **weeks** in consolidating reports

Implemented over **30 dashboards** in **1 day**

Access to **real-time** information

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Jasmine Freeman,
Procurement Manager

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> "The dashboards display the information in real-time, and users can drill down to find out more information without needing to come back to the finance team."

Jasmine Freeman, Procurement Manager

QSuper's Perspective

QSuper is one of the largest and oldest super funds in Queensland, managing $50 billion in assets for current and former Queensland Government employees and their spouses. With a number of different entities within QSuper, the group had difficulty consolidating and analysing its purchasing information to meet management and executive requirements.

After implementing BI Rapid, the organisation has improved the availability and consistency of its information, enabling it to make quicker and more informed decisions.

"We have significantly improved our ability to extract information, view and analyse data, which has drastically improved our decision-making ability," Procurement Manager Jasmine Freeman said.

"BI Rapid essentially offers self service, which means the executive support team can easily access the dashboards, find the information they need and quickly respond to queries from the CEO in a couple of seconds.

"The dashboards display the information in real-time, and users can drill down to find out more information without needing to come back to the finance team. Previously, we delivered this data through static reports, and when you're trying to run a business unit or cost-centre, having real-time data is absolutely critical.

"Feedback about the visual dashboards has also been really positive, because non-finance staff can easily interpret the reports without assistance."

Spotlight on rapid implementation

QSuper implemented TechnologyOne's BI Rapid solution, which offers a cost effective means to start using Business Intelligence without significant configuration or a lengthy design and implementation project. It provides an ideal starting point to easily and efficiently publish, analyse, drill down and action transaction information from within TechnologyOne's core systems.

Implementation and configuration of the preconfigured dashboards took just one day, enabling QSuper to begin using Business Intelligence straight away, with immediate benefits.

"The vanilla dashboards were a great way for us to get started. They presented the raw data we needed in a user friendly format. Now that we have the dashboards set up, we can reuse the data in different ways for different audiences or requirements," Ms Freeman said.

"For example, we have a dashboard that shows how much money we've spent on software licenses, and can just change the criteria and run it by purchaser or vendor, to see the breakdown."

QSuper has since built upon the original dashboards to deliver to its unique business requirements.

"Once we got that consolidated view of the data, we knew we could add value from being able to drill down into it," Ms Freeman said.

"We started with our purchasing statistics dashboard, and added drop down boxes for the division, business unit, cost centre and entity. When a business unit wants to find out where all their purchase orders and receipts are up to, they can just click on one of the drop downs and have all the information presented to them in real-time, at their fingertips."

About QSuper

QSuper was established 100 years ago and is one of Queensland's oldest and largest super funds, responsible for the management of more than $50 billion for current and former Queensland Government employees and their spouses. The super fund was also named 2014 Pension Fund of the Year at the Chant West Conexus Financial Super Fund Awards, in a testament to the flexible features of its QSuper Pension account.

About TechnologyOne

TechnologyOne (ASX:TNE) is Australia's largest publicly listed software company, with offices across six countries. We create solutions that transform business and make life simple for our customers. We do this by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,000 leading corporations, government departments and statutory authorities are powered by our software.

We participate in only seven key markets: government, local government, financial services, education, health and community services, utilities and managed services. For these markets we develop, market, sell, implement, support and run our preconfigured solutions, which reduce time, cost and risk for our customers.

For 26 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology. Today, our software is available on the TechnologyOne Cloud and across smart mobile devices.

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TechnologyOneCorp.com

Australia | New Zealand | South Pacific | Asia | United Kingdom

Freecall 1800 671 978 (within Australia) | +617 3167 7300 (outside Australia)

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