

DATA QUALITY DASHBOARD - Cx

- Specific to Civica's Cx system
- Optimise investment
- Reduce risks
- Avoid the cost of bad data

Good Data is critical to any housing organisation, and one of its most valuable assets. Like any asset, Data requires constant governance and maintenance to ensure its accuracy, currency, and therefore value. Good data is critical to providing excellent customer service, ensure effective financial management, and to ensuring accurate reporting and management information on which to base decision making.

The DtL Data Quality Dashboard provides a simple cost-effective solution supporting the integrity of the data in your Cx housing management system. Clear simple results are provided with guidance on how to address the anomalies.

Proactive monitoring

Be alerted to problems and errors in your data before you find them. Data quality is monitored frequently so that errors can be corrected, quality issues addressed before they become bigger

Automated quality checking

Once installed, leave the Data Quality Dashboard to continuously monitor your business-critical data, and be alerted to errors or anomalies as they occur, so that they may be addressed and remove any impact be that potential financial risk, or poor customer service.

Business Logic Rule Base

Built on a library of rules, the Data Quality Dashboard identifies real data anomalies. Modern database technology ensures only valid data is held in tables; however, this does not address where inappropriate data has been entered.

Rapid implementation

Implementation can be achieved rapidly, with most rollouts being completed in under one week. The end to end implementation requires almost zero resources.

Minimal footprint

The Data Quality Dashboard server requirements are minimal, and as standard, is implemented alongside the existing reporting server.

Customisable

Whilst including a vast library of standard logic rules, many organisations operate differently. Those site-specific variances can be built into the Data Quality Dashboard to ensure a complete monitoring system is in place.

The Data Quality Dashboard has proved effective in identifying problems that were unknown to those managing the housing systems, including:

- Tenants not being charged
- Tenants being charged more than they should
- Repair requests that had not been sent to contractor.
- Data absent from critical management information KPIs

For a free demonstration, and to discuss how the Data Quality Dashboard will help your organisation, get in touch with your DtL Consultant or email info@dtl-creative.co.uk