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BROADSPECTRUM

Designing intuitive dashboards that give meaning to data

" *These Power BI dashboards have been so well received by our clients that they want us to make this reporting format the new normal."*

– Melissa Trute, Contract Data Services Manager, Broadspectrum

Broadspectrum partners with clients to achieve their business ambitions. With the benefit of 60 years' local and international experience they design, fund, construct, operate, and maintain major projects and infrastructure assets across diverse industries. Broadspectrum is driven to enhance human experiences for those who interact with the industries in which they operate.

Challenge

Broadspectrum used to submit Excel spreadsheet reports to clients. These sheets had a ton of data but no interpretation. There were a number of data sources and multiple reports being produced so it was hard to join the dots and make real meaning out of the figures.

There were also varied reporting periods and no central place to store reports and provide overall visibility to management and across departments.

A major client of Broadspectrum is the Australian Department of Defence. They provide multiple services for the Department from cleaning to catering, hospitality, aircraft refuelling and more.

Broadspectrum was seeking an online solution for their monthly and annual reporting that would demonstrate value to their client and create a vision for the future.

Broadspectrum selected Power BI as the reporting solution and needed a partner who could:

- Build a Proof of Concept and implement Power BI best practice to industry standards

- Understand their client's multi-faceted business and present the data in a meaningful way

- Design a technical solution for an operating environment with strict security protocols

Broadspectrum wanted to work with a provider in Western Australia, but after an initial meeting they felt comfortable that QMetrix understood what needed to be achieved.

Hence, they chose to work with QMetrix even though the Project Manager was based in another state.

Solution

Designing dashboards that give meaning to data

Broadspectrum had some existing Power BI capability but needed to build additional enhancements in a short time frame.

They also wanted to engage with experts to ensure their client reporting was aligned with industry best practice.

The goal was to create dashboards with easily digestible information, that would highlight achievements, identify issues and show trends.

QMetrix kicked off the project with a series of workshops to gain insight into Broadspectrum's practices and processes. This allowed QMetrix to design a tailored solution that would add value to their client.

QMetrix helped Broadspectrum:

- Focus on meeting the most important requirements within the limited time frame

- Ensure quality data was feeding the reports in Power BI

- Consider the story the client needed to know, and understand the best way to interpret the data

- Create Power BI dashboards with interactive visualisations

Project Manager, Melissa Trute, said, "It was a very interactive process whereby we would build, test and make changes in a really quick turnaround.

This was exactly what we needed for the project and it was very helpful that QMetrix was super responsive and collaborative throughout".

As a result, Broadspectrum's client now has access to insightful reporting at any time.

They can easily identify important issues and deep dive into the metrics by filtering data according to their requirements.

The Department of Defence can track customer satisfaction by site or state, service delivery trends and more.

Broadspectrum's solution

Power BI

Business Intelligence and Analytics consulting
Learn more

Intuitive self-help dashboards

Thanks to the effective visualisation techniques and design, the interactive dashboards are self-explanatory and easy to use.

The intuitive interface meant users did not have to be taught how to use the dashboard but knew instinctively how to access the information.

Technical challenges

One of the key challenges was technical. Previously, any digital reporting sent by Broadspectrum to the Department of Defence was blocked by strict security protocols.

QMetrix worked closely with Broadspectrum's IT team to design a secure solution where Power BI is embedded into a website that can be easily accessed by the client, yet not blocked by secure firewalls.

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Exceeding expectations

The original project scope was to create reporting dashboards for annual reporting.

However, the dashboards were so well received that the client requested for them to be further developed so all reports would follow the new format.

There were also unintended positive changes within the internal workforce.

The project has driven a cultural change in relation to reporting. Management have now realised the benefits of a centralised digital reporting platform and data governance framework, and individuals are no longer required to prepare disparate and time consuming Excel spreadsheet reports.

The solution has offered Broadspectrum the ability to:

- Deliver tailored quality reporting

- Guarantee consistent metrics

- Provide visibility across locations and services

Impact
For Broadspectrum

Instead of spreadsheets with raw data, information is presented in a way that delivers meaningful analytics for the client

Intuitive, interactive dashboards – users get the message quickly and can navigate by themselves without needing additional context

Reports are easily accessible by Broadspectrum and their client – who are impressed with the new reports

Management sees the impact and buys into the power of good reporting. This positively affects future reporting and governance

> "
> *We have Power BI capability, but QMetrix broadened our horizon of what a good Power BI dashboard can and should do.*
>
> *We learnt a lot of best practice principles from them, and they showed us how dashboards can be designed to be truly meaningful, useful and impactful."*
>
> *– Melissa Trute, Contract Data Services Manager, Broadspectrum*

QMetrix

QMetrix provides professional advisory services that empower our clients to operate with the agility needed in today's business environment. Our corporate Budgeting and Planning, Master Data Management, and Business Intelligence and Analytics solutions help to drive better business performance.

We work together with clients to achieve the right outcome for their unique business, providing end-to-end solutions from analysis to design and delivery. We serve clients across Australia and have offices in Melbourne, Sydney, Brisbane and Perth.

Learn about QMetrix's Business Intelligence and Analytics solutions →

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