

Service Description

**Business intelligence and
Management Information
Reporting - Data Visualisation &
Dashboarding**

SUBMITTED BY

NORTH HIGHLAND*

10 Bloomsbury Way, Holborn, London,
WC1A 2SL

www.northhighland.com

CONTENT



SERVICE OVERVIEW

North Highland's Business Intelligence service transforms raw data into interactive dashboards using Tableau, Power BI, and Looker. We deliver actionable insights that drive decision-making across all organisational levels. Our end-to-end approach unifies disparate data sources, ensuring clean, secure, reliable information - establishing a single source of truth for your organisation.

FEATURES

1. **Problem & Requirements Discovery:** Define outcomes, KPIs, stakeholders, data, constraints, roadmap
2. **Data identification, acquisition:** Source mapping, connector configuration, automated data cleansing.
3. **Data engineering & governance:** Cleaning, mapping, and best-practice modelling
4. **Data modelling, architecture:** Visual models, metrics, schemas, lineage, dependencies documented
5. **Interactive dashboard development:** Design actionable, user-focused dashboards for measurable ROI
6. **Mobile analytics:** Mobile-accessible dashboards; enable subscription-based, push-enabled reporting
7. **Custom visualisations & immersive experiences:** Bespoke visualisations with D3.js, Java, .Net
8. **Security controls:** Role-based access, data masking, audit, compliance frameworks
9. **Training, documentation,** onboarding, playbooks, support to maximise adoption and utilisation

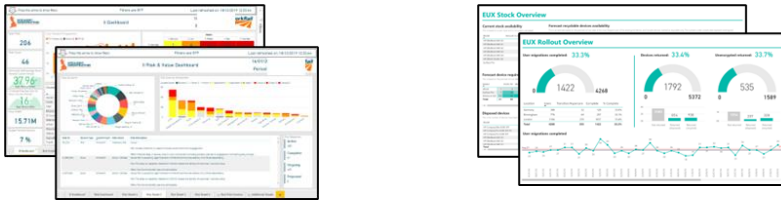
BENEFITS

1. **Extract insights from data:** Visualisations and automated anomaly detection
2. **Data-driven decisions:** Empower staff with self-service analytics and dashboards
3. **On-demand analytics:** Deliver instant, ad-hoc reporting without bottlenecks
4. **Increase data literacy:** Intuitive interfaces, guided analytics, comprehensive training
5. **Unified data foundation:** Single source of truth, standardised definitions, governance
6. **Accelerate decision velocity:** Automated report distribution, alerts on real-time data
7. **Improve operational efficiency:** Real-time KPI monitoring; identify cost-saving opportunities
8. **Enhance data quality:** Use validation and monitoring for accurate reporting
9. **Boost adoption:** Intuitive, role-based dashboards; track engagement and ROI
10. **Scalable platform:** Build once, reuse, reduce maintenance, future-proof analytics

Commented [WM1]: @Harry Heywood - minor i know, can we change numbering to start at 1, thanks

SERVICE DESCRIPTION

Our data experts help you transform data in an easy to communicate representation through use of common graphics, such as charts, plots, and infographics, that are easy to understand.



Using industry-leading platforms such as Tableau, Power BI and Looker, we design role-based reporting suites where dashboards display related metrics and visual data in easy-to-digest formats, while supporting reports provide deeper context, historical analysis and drill-down capabilities for investigation.

Automated report distribution, scheduled refreshes and built in alerts ensure time-sensitive insights reach stakeholders proactively. Our approach addresses common organisational challenges including data quality inconsistencies, siloed decision-making and limited user adoption through unified data integration, robust validation controls, and comprehensive training programmes. The result is faster, data-driven strategic planning, early risk detection, enhanced customer experience delivery and the ability to unlock competitive advantage through trend-based analysis, all underpinned by a strong user adoption strategy that ensures sustained value long after implementation.

We deliver BI & MI reporting through an agile, iterative methodology that ensures continuous value realisation and refinement throughout the engagement - not just at completion. Our approach is tailored to you but broadly follows this following approach:



- Develop user stories
- Identify preliminary metrics/KPIs
- Identify key data sources
- Develop high level process and data flows
- Develop data quality and testing strategy



Design

- Architect visualisation friendly data model
- Design key metric calculations
- Wireframe development

Develop

- Develop source data objects
- Source data into BI tool
- Develop calculations and rules
- Develop tailored worksheets & dashboards
- Develop relevant agreed data documentation

Test

- Unit test data visualisations
- Test/refine interactivity
- Conduct demo(s)
- Capture stakeholder feedback



- Conduct training
- Publish in Live environment
- Handover to client
- If required a period of hypercare to ensure smooth ownership transition

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

10 Bloomsbury Way, Holborn, London, WC1A 2SL