



Uncovering business intelligence

Benefits for your organisation:

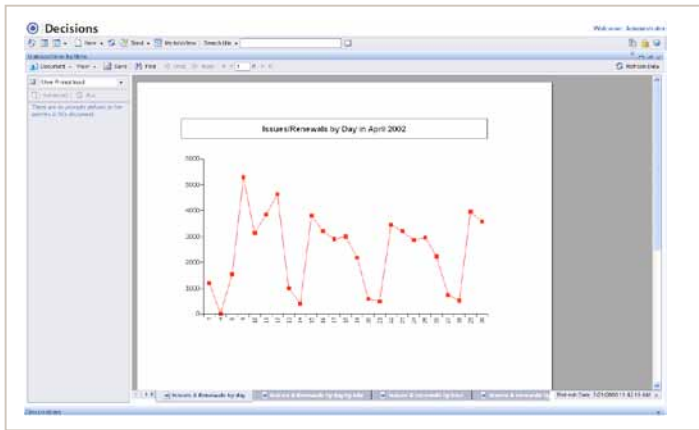
- Interpret your library data quickly and easily, providing insights into trends and patterns
- Empowers a range of users to generate business intelligence - not just system managers or database experts
- Monitor performance against industry standards and key performance indicators (KPIs)
- Run ad-hoc or scheduled reports for automatic distribution to key decision makers
- Present reports in a format to suit your audience - from complex tables to simple charts
- Web based functionality means reports can be accessed and scheduled remotely
- Download reports from the Decisions community and exchange hints and tips with other users

Overview

Management information plays a crucial role in justifying and planning library services, monitoring performance indicators and informing decision-making. Until recently, this has required specialist skills and time-consuming report generation. In many organisations, information is held in disparate systems and cannot be viewed in a holistic way; as the number of separate systems continues to grow, it becomes increasingly necessary to find a way to aggregate data - to 'join it up' in order to understand underlying patterns and trends.

Uncovering performance

Decisions is a business intelligence tool that empowers decision makers to uncover this valuable data and analyse the library's performance. With Decisions, users can access and manipulate data in a variety of ways, allowing managers to make more informed decisions. It provides an insight into the efficiency of your library, delivering the management information needed to measure your institution's achievements against industry standards.

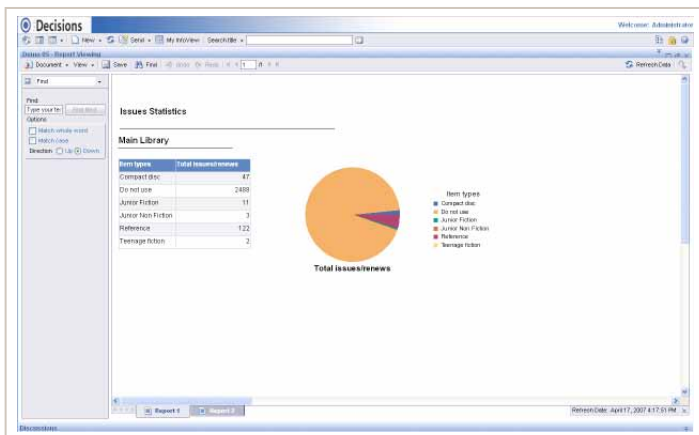


Business intelligence for everyone

With Decisions, you can leverage the underlying capabilities of Business Objects without the need for detailed knowledge of the data structure. This empowers a range of users to build reports, rather than relying upon the system manager or database expert. Create powerful dashboards that monitor performance against industry standards and key performance indicators (KPIs). Delve into your library data and analyse it in different ways, and then present your report in a format to suit your audience - from complex tables to simple charts.

Flexible ad-hoc and scheduled reporting

With Decisions, you can run both ad-hoc queries and scheduled reports for automatic distribution, so managers can be confident that reports will arrive in their inboxes. Decisions includes a web-driven option to view, manage, and distribute your business intelligence, which means reports can be generated and controlled from any location. Flexible publishing options allow reports to be saved in PDF, CSV or in Microsoft Excel format.



Sharing innovation with the community

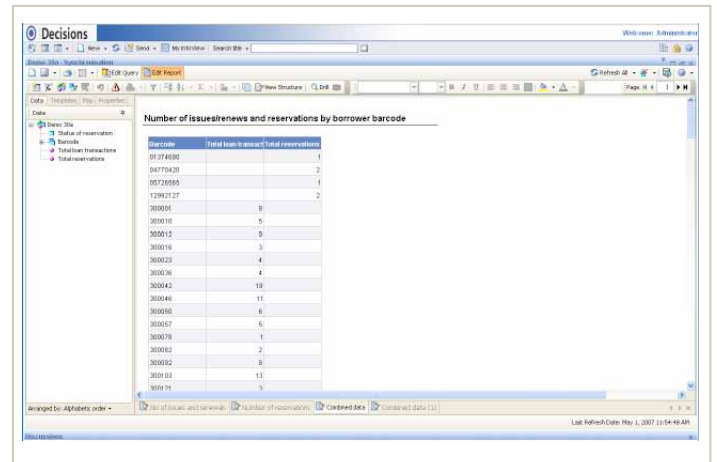
Capita has already established a far-reaching community across Capita customers and the wider library domain. Discussion forums on the Developer Network - our online developer area supporting innovation across the library domain - provide an area for users to exchange hints and tips for other members, and to download example reports, technical papers and best-practice techniques.

"In today's very difficult financial climate it allows all staff to be informed of how the stock is working for the library service – from managers to library assistants."

Sharon Jamieson, System Support Librarian,
Aberdeenshire Libraries

The power to improve performance

With Decisions, you can combine data with other Capita products, and even external resources within an organisation and use this information to produce a snapshot of your institution's wider performance. The data held within an institution is vital tool for driving informed and effective business decisions. The real benefit, of course, is that with Decisions you are able to see exactly how well you are performing - and if targets are not being achieved, you can immediately take steps to rectify the problem areas.



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