

## Qlik Sense Drives Efficiency for St. Leger Homes

St. Leger Homes is an award winning company which provides housing services across Doncaster. Wholly owned by Doncaster Council, the organisation manages the council's 21,000 homes, building confident communities in partnership with other agencies and customers.

The company prides itself on delivering consistently high standards of customer service and continuously monitors feedback, improving the service wherever possible.

St. Leger Homes wanted to streamline its reporting process, which had become cumbersome and labour intensive, and improve the quality and accessibility of data available to managers. After a detailed tender process they chose Castle's Qlik Sense solution to address the issue.

Sharon Ingram, ICT Project Manager at St Leger Homes said: "We were spending a lot of time manually double loading data from different sources into spreadsheets, but the introduction of Qlik Sense now gives us automatic production of routine performance reports with data presented in a format that is easy to analyse.

"We really benefit from the power and simplicity of Qlik Sense. Before we introduced it our reports provided a snapshot in time, however now we can identify trends and drill down easily from summaries to detail.

"Qlik Sense is an excellent product and it will deliver a number of efficiency savings for the organisation, reducing manual intervention in the production of performance data which reduces the risk of errors.

### Case Study

Qlik Sense

#### St. Leger Homes

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"Once fully rolled out, our staff will have quick access to good quality reporting data, enabling them to make better quality decisions on a day to day basis. They will be able to use the self service options in Qlik Sense, rather than wait for ad hoc reports to be produced by other colleagues.

"The team at Castle were fantastic and worked closely with our performance analysts throughout the process. They took the time to develop a complete understanding of what we wanted to achieve and offered invaluable advice on alternative approaches when appropriate. This ensured a smooth and successful implementation."