



Piloting Microsoft BI in SharePoint for Lloyds Banking Group

A Resourcing Dashboard Solution using Microsoft SharePoint

Background

Lloyds Banking Group is the largest retail bank in the UK. Its IT operations are required to manage resource and deliver a vast portfolio of projects across various business divisions. The reporting and analysis of these projects to managers and the executives falls within the Finance and Business Services (F&BS) function.

Thorogood worked with F&BS to undertake a review of their current MI architecture and requirements. The review concluded that a strategic approach for information delivery was required and the Microsoft stack was chosen as the delivery platform. F&BS chose to undertake a pilot project using the "Change the Bank" initiative which aims to drive superior performance and efficiency in four strategic areas; demand, customers, suppliers and compliance.

Issues

The reporting problem selected for the pilot was that of managing the supply side resources of Group IT; the 4000 employees and contract staff it employs to deliver a wide range of management services and functions across the group. This task required the collection of data from multiple systems and departments. The data had then to be manipulated, and reports produced and distributed in time for review at the regular meetings of Group IT Directors. The process was relatively time consuming with limited automation and limited flexibility in presentation or types of analysis.

Thorogood Input

Thorogood helped the Financial and Business Services team to design and develop a solution based on Microsoft PerformancePoint Services within SharePoint. The team delivered a web based dashboard, with the ability for users to drill down from the core KPIs to the underlying detail. The look and feel was matched with that of other Corporate sites within the Bank.

Thorogood undertook the tasks of data definition, functional specification, design, build, implementation, validation and project management, all in accordance with their standards and methodologies. The data loads used SSIS packages; the designs included both relational, OLAP and portal components.

Outcome

The pilot demonstrated data integration and speed of development and provided new perspectives on data and information currently not available. It also confirmed that there was a sizeable opportunity for Lloyds to create value from expanding the use of this type of solution across the bank.

Thorogood has more than twenty years of experience helping demanding clients to create business value from the effective use of management information and business intelligence technologies.

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