

Ariel Alerts Facilitates Key Performance Monitoring at Nuneaton Borough Council



"Threshold alerts will make us aware the moment we fail to meet or exceed government performance targets."

*Paul Ford, Information Systems Manager,
Nuneaton & Bedworth Borough Council*

For further information please contact:

Ariel

May House, Vicarage Road
Lingfield, Surrey, RH7 6EZ
Tel: 44 (0) 1342 835010
Fax: 44 (0) 1342 835030



Nuneaton & Bedworth is one of five Districts that make up the County of Warwickshire. Its Labour-led Council serves an area extending to almost 20,000 acres, with a population of 118,000.

The area has mixed prosperity, with around 2,300 VAT-registered businesses, notably in the wholesale, retailing, manufacturing and general business sectors, but also the highest levels of social deprivation in Warwickshire.

Monitoring KPI targets

As with many UK local government bodies Nuneaton & Bedworth Borough Council needs to ensure that critical management information is distributed to staff across its organisation. Of particular concern is being able to accurately monitor the Council's performance against Key Performance Indicators (KPI) that need to be achieved both for internal measurement, and to meet central government targets.

To facilitate this distribution and monitoring of critical operational information Nuneaton & Bedworth Borough Council has deployed the Ariel Alert report and alerting solution at its North Warwickshire headquarters. This low-cost business intelligence tool is enabling the Council's key management reports to be made available in standard read-only formats that are accessible to an unlimited number of users via a simple log-in to the Council's intranet.

Paul Ford, Information Systems Manager at Nuneaton & Bedworth Borough Council, said, "With Ariel Alert you don't need to install and maintain software on the desktop, and ten licences will concurrently support more than 50 staff, so it's hugely cost-effective."

Performance threshold alerting

Ariel Alert is a low-cost solution that integrates with major business intelligence and reporting solutions to automate the distribution and scheduling of reports and information snapshots. This information can be made available in a number of formats,

including Word, Excel, HTML, XML and PDF documents, and can be viewed and distributed via standard Web browsers, email, SMS text or direct to users' desktops. The solution can also be used to set up specific alert criteria to notify users of critical business developments the moment they arise.

Nuneaton & Bedworth Borough Council is planning to use this customisable alerting feature to facilitate the monitoring of its performance against local and national performance indicators. The software will automatically alert users when reported information shows a KPI target has been breached, so that a quick, appropriate response can be made.

Mr Ford said, "The alternative read-only reporting solutions we considered did not give us this easy-to-implement alerting functionality, and were significantly more expensive to deploy. These threshold alerts will make us aware the moment we fail to meet, or indeed exceed, both our own and central government performance targets."

He concluded, "In this way Ariel Alert will enable us to monitor our performance as we strive to deliver the E-Government agenda."



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