GRANHØJEN CASE STUDY:

Automation and advanced analytics reveals change in customer demand at caring facility, Granhøjen.

Granhøjen
SPECIALPSYKIATRISK BEHANDLING

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Mads Olsen
CHIEF OPERATING OFFICER, GRANHØJEN

Background

Granhøjen is a rehabilitation centre based in Denmark. It has been offering housing, employment and treatment to adults with mental illnesses and social problems for more than 30 years. The facility has created a community where residents have the opportunity to work, get active and learn new skills. Through this process, the residents can create an identity that is not linked to their social problems or illness. They have approximately 120 staff including therapists, psychologists, and interdisciplinary staff who determine the best possible treatment for each individual.

Challenges

At the privately-owned residences in Holbæk, it is important that the staff, services, and buildings continually adapt to the number of residents and their changing needs. Over time, Granhøjen has expanded from 40 to 120 employees, and as a result getting a complete overview of the company's key figures has become a heavy administrative task. "The figures we used to give the board were a month old and out of date by the time we presented them," says Mads Olsen, Chief Operating Officer at Granhøjen, "I felt frustrated that we lacked quick and easy access to information and weren't able to make management decisions based on up-to-date data. It used to take around 25-30 hours a quarter to collect data via Excel for each board report."

Granhøjen also lacked insight into their residents and the services they required. There was no process in place to understand why residents had been discharged. It was unclear if residents had left because they had gotten better, or whether there was something about Granhøjen's services they were unhappy with. This knowledge was retained by staff who spoke directly with the municipalities in charge of the residential contracts, but none of this knowledge was captured and used systematically for management information or process improvement.

The Solution

Mads Olsen expected a data project, that would proactively improve the business, to take a couple of years to implement and cost thousands of dollars. However, as soon as he saw Viteco's solution, *SPEED,* he knew they could get results quickly, and cost-effectively.

SPEED is Viteco's approach to delivering fast BI projects. It is a fixed price package that combines Exasol - the leading innovative in-memory analytic database technology, Yellowfin - a powerful suite of BI and analytics products, and Viteco's Data Suite tools and *SPEED* methodology. Using this combination of tools and accelerators, Viteco are able to deliver a minimum viable product (MVP) within four to six weeks.

The team at Granhøjen were excited to get a Proof of Concept (PoC) in motion. Viteco worked with them to extract data from their business applications, load the data to Exasol, and run a workshop to define the reporting requirements before building a set of reports in Yellowfin. With Yellowfin, Viteco have found that you can report at a much earlier stage and do the ETL programming afterwards. The turnaround time for Granhøjen's management team to extract their first reports was exactly a month and a half.

"The consultants at Viteco quickly understood our business and what data I needed to access," says Mads Olsen. "The price-to-value of Viteco's BI solution, *SPEE*D, on trial was exceptional. We knew straightaway we wanted to continue with the program. The cost of Yellowfin licenses alone was covered with the purchase of the complete solution, and we've saved about 25-30 hours a quarter by automating data collection."

Benefits

The staff at Granhøjen now receive daily reports in seconds, with significant results. For example:

· They have identified a clear trend within the local municipalities for more permanent housing at Granhøjen's residences than ever before. With visibility into this demand, the management team have taken action to increase the number of residential facilities available.

· The Granhøjen leadership team now receives reports that provide deep and up-to-date insight into the company's contracts, so that they can act immediately

· They revealed that Granhøjen had more admissions during 2017 than the manual system showed. *SPEED* now ensures that management has the correct numbers

· Granhøjen's Contract Managers receive a list of residents due to leave, three months before their exit date. This allows them time to contact the local municipality and understand whether they will extend the contract. This allows Granhøjen to have visibility over residents stay with an approved contract.

· The customer services department has been able to improve resident flow and their follow up routine thanks to new reports relating to new enquiries, registrations, and departures.

> *"We had the information but just couldn't pull it out of the systems and use it proactively. For us this is a massive step forward to becoming a data-driven business"*
>
> Mads Olsen

Viteco *SPEED* is now connected to Granhøjen's contract and planning system, helping them to meet the demands of their expansion. The results have been so good that Granhøjen will soon connect the HR and payroll system to Viteco *SPEED*.

"The combination of Exasol, Yellowfin and Viteco has enabled us to develop our solution much faster than we ever imagined. It has been amazing to start something, and see results so quickly" concludes Mads Olsen.

For more information on Yellowfin, visit www.yellowfinbi.com