



SINGAPORE POLYTECHNIC achieves multi-perspective business intelligence analyses at a touch of the button

“A successful organisation needs a good downstream, with a good process to collect data in the easiest way possible. Singapore Polytechnic emphasises on a culture of good service and efficiency. We measure and monitor ourselves constantly for progress. The business intelligence tool from KMS has given us the foresight to see information ahead, at just a click of a button. This enables us to make better decisions and work more proactively.”

*Mr Toh Ser Khoon
Deputy Director, Department of Organisation Development
Singapore Polytechnic*

Established in 1954, Singapore Polytechnic is the country’s first polytechnic. To date, the institution has trained and educated about 150,000 students, many of whom have gone on to contribute significantly to Singapore’s growth in all areas of the workforce. The institution offers almost 80 diplomas and post-diplomas across all industries to 18,000 students in each enrolment. Despite its reputation as a top-ranked polytechnic, it recognises that it cannot be complacent. To maintain its position, continuous upgrades and improvements are essential to prepare Singapore’s most valuable resource – people.

To stay ahead of the competition, Singapore Polytechnic needs to employ tactical strategies that are based on proven Business Intelligence (BI) track records. It wants to stay informed and know how it is faring with its stakeholders and to continue to stay relevant for



the industry. To do so, it requires a solid foundation that will integrate its people, processes, systems and information. Real-time BI is thus, the crucial element in helping Singapore Polytechnic gather the data to make operational, tactical and strategic decisions – all of which KMS offers.

CHALLENGE

Situated on a large, sprawling campus, it has a staff strength of over 1,500 in different departments, all playing different roles. As part of its integrated corporate planning strategy to work more effectively and move ahead of its competitors, the institution will need a tool to boost its decision-making process throughout all levels – one that would be quick, effective and accurate. For strategy alignment and deployment, vital information will be needed for enhanced performance management. Such information includes performance outcomes at various perspectives: school resources, information technology (IT), venues and estates, and human resources.

For some time, Singapore Polytechnic has already been diligently collecting data for use in a basic BI tool. However, the institution has found that it needs more than just a one-dimensional sales report, which is static and without any functions for analysis or filtering. Looking at that same data from another perspective would require a new report to be generated.

As staff are not empowered to prepare their own tailored reports, every request would have to go to the IT department and a new report could take weeks before it is completed. This has an implication on policy reviews and management decisions. Due to the lack of relevant analytics at each meeting, the decision-making process is often stalled, and would require another sitting to be arranged for data evaluation once the new report is ready. Singapore Polytechnic realises that it needs an IT enabler to enhance its productivity with accurate data output and provide multi-perspectives more efficiently.

SOLUTION OVERVIEW

SINGAPORE POLYTECHNIC

Singapore Polytechnic is a leading tertiary institute in Singapore, educating and training over 150,000 skilled personnel since 1954. It caters to an enrolment of 18,000 students annually and offers almost 80 professional certifications to support Singapore’s technological and economic development.

INDUSTRY: EDUCATION

FUNCTION: Tertiary training for middle-level professionals

GEOGRAPHY

Singapore, with global academic and industrial tie-ups

SOLUTION

Singapore Polytechnic implemented QlikView*, a BI solution from KMS, that eliminated manual processes for data gathering and analyses.

Analytics is now easily accessible on demand, at just a click of a button. What would previously require pre-planning are now available instantly, saving time and for faster, effective decision-making. This has helped it strategise and stay ahead as a leading educational institute by keeping relevant to their stakeholders, and by identifying any key areas of improvement in their courses.

DATA SOURCE SYSTEMS

Application: SAP BusinessObjects, SAP R3, Oracle Xcelsius
Database: Oracle Data Warehouse

**QlikView is from QlikTech Inc.*

EVALUATION

Singapore Polytechnic was clear in what they wanted in the new BI tool. Their decision criteria were based on three simple requirements: cost-friendly, easy-to-use, and a gentle learning curve.

Some of the solutions they considered included those offered by SAP and Oracle, one of which was an upgrade of the institution's incumbent BI tool. Another important aspect of its evaluation lay in the quality of the service provider and the types of services offered, as they sought a long-term, winning partnership. Singapore Polytechnic found that KMS fulfilled this, together with the three decision criteria that they had in the winning solution. In addition, the responsive and reliable technical development expertise of KMS was a great advantage that Singapore Polytechnic could rely on.

APPLICATIONS AND DEPLOYMENT

Singapore Polytechnic chose QlikView for its comprehensiveness in one BI tool. When it previously took longer for the institution to get things done to gather the information, all it needed for multi-faceted data analyses was available at the click of the button.

The BI solution by KMS has enabled the institution to see its major operations and strategies in more practical ways. As a business in education, it has enabled it to see progress of its students and how well its courses had been faring. This allowed Singapore Polytechnic to better evaluate its full-time and specialist courses and stay relevant to potential students and the industry. In addition, analytics could be done on both micro and macro levels.

Besides academia, Singapore Polytechnic in its goal to provide a holistic education, takes great care on developing its students' characters. Co-curricular activities, global exposure, orientation, learning experiences, facilities and environment settings could all be measured as well. The institution could also see the value of its graduates with data on how they had been faring in the industries years after graduation.

Collaborating with a lean team of only three persons from Singapore Polytechnic, KMS implemented the solution across the institution, including human resources, finance and all academic departments. With its ease of use, over 200 users – including senior management, deputy directors and key appointment holders – have various levels of access and are empowered to retrieve analytical permutations at a simple click of a button.

The implementation with KMS was swift. In Singapore Polytechnic's experience in building other IT applications, it found that it would usually take two to three months to complete. With KMS, building the application from scratch to implementation took only one month. The aftersales service of KMS has also won it over, giving Singapore Polytechnic a very positive experience.

CONCLUSION

The benefits that Singapore Polytechnic garnered from KMS were multi-fold: it boosted its staffs' productivity, cut tremendous costs and time from research and analyses, and most importantly, the intangible amount of knowledge and wisdom received from the analytical data.

KMS has helped Singapore Polytechnic save a few hundred thousands in man-hours, effectively reducing the workload for manual data gathering and analyses. These hours saved have converted to money saved, with staff doing more useful and high-valued work. Management can now see the broad picture to make decisions, even though they may not be physically together. The institution has also saved on its costs. On a conservative measure, it has projected a cost-savings of \$2.8 million over the next 10 years.

Ultimately the unquantifiable knowledge and wisdom that it receives is enormous in allowing them to instill an efficient service culture within the organisation to serve their stakeholders. Today, Singapore Polytechnic continues to attract the cream of the crop and with KMS, ensure that it continues to stay relevant for students and the industry, and maintain its leadership among the polytechnics.

ABOUT KMS

Knowledge Management Solutions (KMS) provides consulting and implementation services for developing decision support and knowledge management decisions. KMS was founded by professionals with nearly 20 years experience in Data Warehousing and Business Intelligence solutions using advanced in-memory technologies across a broad spectrum of vertical industry segments.

Headquartered in Singapore, we have a regional presence with our offices in Malaysia, Thailand and Hong Kong.

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