CIVICA CASE STUDY:

BI solution helps libraries and educational facilities streamline data to deliver actionable insights.

"We live in a time of almost infinite data. More data isn't the answer... we need better collaboration and clearer stories. That connection and cooperation, wrapped around the BI tool, turns Yellowfin from a simple technology partner into a transformative partner."

Simon Jones,
MANAGING DIRECTOR, LIBRARIES AND EDUCATION

Background

Libraries and other educational facilities generate and collect vast amounts of data, which needs to be easily analysed and translated into meaningful insights and stories. Civica recognised the demand for an easy-to-use BI tool that enables library managers and council staff to ask better questions of collected information, facilitating system and policy improvements that, in turn, help better service the community.
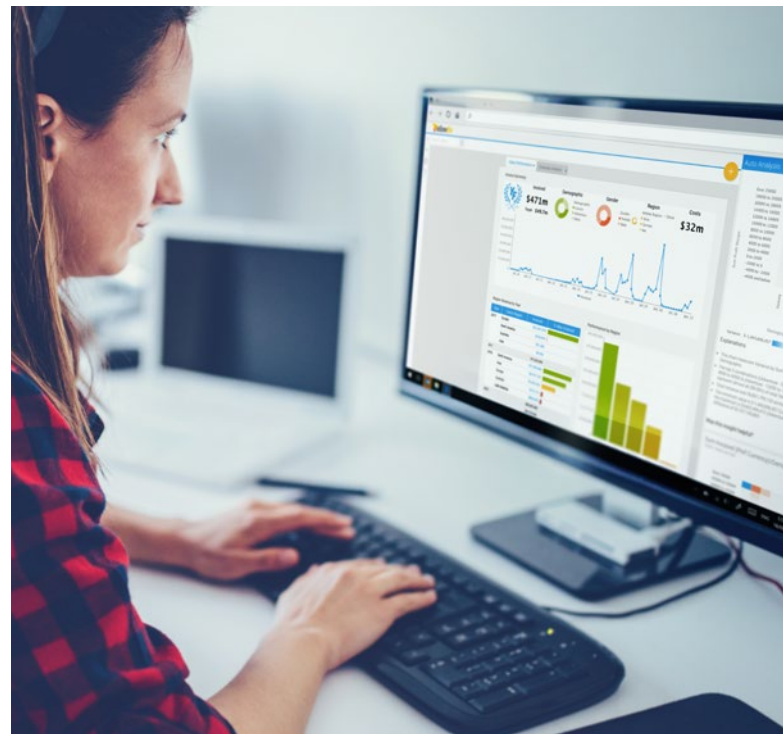
Civica's established Library Management System, Spydus, has provided a set of reporting tools for many years. In response to increasing reporting obligations, it became apparent that additional functionality and flexibility was required to meet the needs of today's multi-faceted library and educational environments. Electing to focus on core competencies, Civica partnered with leading BI platform Yellowfin, to deliver a leading solution in mobile, collaborative and embedded BI.

Civica software — powered by Yellowfin — is now used extensively in libraries across Australia, as well as over 360 Ministry of Education (MOE) schools throughout Singapore. The solution collects data across a range of categories including; library circulation, such as loans and returns; customer demographics; stock inventory and financial information and delivers customised, easy-to-digest reports. Managers can detect trends and changes in library activity at a glance, enabling them to identify areas that present opportunity for improvement. In educational applications, the tool turns data into meaningful paths-to-action for improvement of school systems, policies and analysis of student growth at an individual level.

CIVICA
Transforming the way you work

Our Story

As libraries and educational facilities become increasingly data driven, the Civica solution — powered by Yellowfin — allows easy analysis from any device, delivering fact-based insights that assist in developing stronger capabilities and business practices, transforming existing library management systems and enhancing service delivery. The award-winning Yellowfin analytics platform has been crafted specifically to engage users, providing a solution that customers love to use.

Yellowfin has established relationships with many prominent Australian institutions, helping to drive better education offerings and improved student outcomes in schools and colleges, and delivering streamlined information accessibility to government and community-based services such as libraries. Some of our clients include the Catholic Education Office, Macquarie University, La Trobe University, Deakin University and the University of Wollongong.

> "Yellowfin is proud to be working with Civica to help maintain its position as a market leading supplier of educational information systems in Australia and South-East Asia."

Adam Chicktong,
DIRECTOR OF SALES APAC.

Benefits

· The Civica/Yellowfin solution cuts reporting time by two to three days per month, freeing up valuable resources and providing an opportunity to channel funds into other avenues, such as increasing stock inventory.

· The system facilitates more efficient policy development by empowering staff to make data-driven decisions, such as purchasing new library stocks based on actual past usage identified by collection type.

· Simplified report generation means that anyone can access system information from any location, on any device, at any time, with no reliance on expensive specialist report writers and other IT staff.

About Civica

Civica is the market leader in specialist software systems and business process services helping professionals across the education, finance and distribution, health care, international freight forwarding, libraries, local government and public safety industries worldwide to transform and improve business processes.

For more information on Civica, visit https://www.civica.com/

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