



Bespoke Automated Reporting Software

/ Acuity Research & Practice

Acuity provide customer research and consultancy to the social housing sector including Tenant Satisfaction Measure surveys (TMS), performance improvement plus learning and development. They focus on providing information that will inform performance improvement and positive outcomes for providers and residents through postal, telephone, online and face-to-face interviews having delivered thousands of customer surveys for some of the largest suppliers of social housing in the UK. They also operate long running continuous tracker programs with everything carefully tailored to the requirements and budgets of their customers

" NewRedo transformed our monthly report production saving literally days of work every month. "

Alison White - Operations Director



Project Introduction

Acuity relied on manually compiled spreadsheets for monthly client analytics reporting to around 75 clients. They faced challenges including time-consuming and error-prone processes, limited scalability, inconsistent report formatting, difficulty in tracking changes and version control and a lack of in-depth analysis and customisation. To overcome these issues, Acuity needed a bespoke automated reporting software solution. Also integration with commercial data management tools, such as analytics platforms or reporting software, to also streamline the process, reduce errors, enable scalability, provide consistent and possibly personalised reports, and enhance data analysis capabilities.

Project Challenge

Implementing automated reporting software for the manual spreadsheet compilation process presented a challenge due to the complexity of existing processes, data compatibility and the integration issues. The prevailing infrastructure requirements, staff training and adaptation, cost considerations and the need to ensure security and data privacy was also a concern. Overcoming these challenges in a way that allowed the early delivery of a working solution to collect feedback and reduce risk required thorough planning, collaboration, and a phased approach to implementation. In considering the organisation's specific requirements and goals a team was mobilised and a discovery process completed.

Project Solution

The project team moved to develop an automated reporting software pipeline with extraction, aggregation and publishing stages, enabling regular compilation, improvements in functionality and visualisation of the tables containing the research data. Opportunities to streamline distribution to clients was also possible with this approach. The solution integrated data from multiple sources, performed data cleansing and validation, generated customisable spreadsheets and pivot tables based on client preferences. The solution involved versioning and audit trail plus a feedback loop for continuous improvement. The implementation involved collaboration between the housing research company, developers, and clients, with comprehensive testing, documentation, training, and support throughout to ensure successful adoption.

Customer Value Proposition

By automating the process of compiling these complex reports containing housing data, Acuity benefited significantly in several ways. Firstly, the solution saved valuable time and resources by eliminating manual spreadsheet compilation, reducing human errors and streamlining the overall reporting process. Secondly, the automated solution ensured data accuracy and integrity through data cleansing and validation, providing reliable insights to the client and their stakeholders. Thirdly, the customisable nature of the solution allowed clients to receive tailored reports based on their specific preferences and needs, enhancing their user experience and enabling better decision-making. Additionally, the speed of production enabled a better feedback loop supported transparency, accountability and continuous improvement, ensuring Acuity's reporting processes remained efficient and effective over time. Overall, the automated reporting software solution delivered enhanced efficiency, accuracy, customisation, and collaboration, ultimately enabling Acuity to provide more valuable insights to their clients and stakeholders in the social housing sector.

Project Skills

API, Azure, Business Analysis, Business Intelligence, Cloud, Data Analytics, .NET, MS Excel, Automation, RDBMS, MS SQL Server, UX Design, Service Management