



MENTAL HEALTH ORGANISATION TRANSFORMS ITS DATA ANALYTICS CAPABILITIES WITH MIP



Neami National is one of the largest specialist mental health organisations in Australia, offering a range of outreach and support services. A key objective of Neami's ICT Strategy is to create a set of methods and technologies that transform raw data into meaningful and useful information, with which changes can be anticipated and informed decisions can be made. In particular, the roll-out of the National Disability Insurance Scheme (NDIS) will require the business to provide timely, accurate reporting. In order to meet this challenge and continue to seek new partnership opportunities, Neami recognised a need to update its technology and reconcile data quality issues.

COMPANY PROFILE:

Neami National is one of the largest specialist mental health organisations in Australia. It provides support for people living with mental illness, helping them to live independently.

CHALLENGES:

- Reporting requirements
- Stand-alone systems
- Manual processes
- Legislative obligations

SOLUTIONS:

- Alteryx
- Tableau
- WhereScope RED
- MIP Consulting Services

OUTCOMES:

- Exposing the gaps
- Informed decision making
- Improved user experience
- New business growth
- Self service analytics

BUSINESS CHALLENGES

Neami's reporting requirements are complex, because each funding partner is focused on different criteria. The business also wanted to improve strategic decision-making using real data. However, Neami operated two separate systems that didn't readily reconcile with each other: an enterprise resource planning (ERP) system housing HR/payroll and finance data, and a consumer case management database. The completeness and quality of data in the consumer database was variable, leading to difficulties when attempting to match that to data in the ERP.

Reporting processes across the business were time-consuming, manual and often duplicated. The team needed to pull raw data and manipulate it into spreadsheets, with no visibility into the metrics used by the system to generate reports. Because of these limitations, Neami's reporting team were in very high demand and this generated long lead times.

Under the NDIS, Neami will offer a range of priced services to consumers who are individually funded and self-directed in how their mental health care supports are provided under an approved plan. Neami will accordingly allocate workers, record support hours delivered and then invoice for those services. To manage this, the business needed rich service delivery performance information, as well as the ability to combine funding, HR/payroll and consumer data.



Steven Petrenko

Senior Manager Information,
Communications and Technology

"MIP offered a great depth of knowledge in this analytics space. We could see that we were talking to people who had a tremendous amount of experience dealing with data and using it to tell a story."

SOLUTIONS

MIP offered a combination of solutions including data visualisation from Tableau, data blending capabilities from Alteryx and WhereScape RED data warehousing. This approach offered increased business visibility and an intuitive user experience. Using all three products also allowed Neami to solve the challenge of compiling reports using data from multiple systems, and distributing them in a modifiable format to service managers.

"There's more opportunity to interrogate the data. It's also much more user friendly than our previous reports, which offered limited options"

Glen Tobias

State Manager, Victoria

OUTCOMES

The MIP solution generated opportunities to address data quality issues across Neami's existing platforms. This has made it easier for the business to reconcile the data on consumer service delivery with internal HR/payroll and funding data. Access to these insights has also enabled Neami to have more sophisticated conversations about business processes and the use of data for decision-making.

The experience of reading and creating reports is now more user-friendly. The Alteryx and Tableau technologies allowed the Neami team to become self-sufficient by putting queries into plain language and adding multiple filters to reports, all helping them make sense of the results. This was a significant change from the older systems which were difficult to modify.

Neami has been successful in securing funding to deliver services nationwide and in order to maintain that success and growth, the team needs to be responsive to new funding opportunities as they emerge. However, the process of pulling together the data for a tender response has become increasingly challenging in both time and complexity. The Tableau and Alteryx tools have now made it easier to respond to new business prospects.

IF YOU WOULD LIKE TO TALK TO A CONSULTANT ABOUT HOW WE CAN HELP YOUR BUSINESS, PLEASE CALL US TODAY.

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