



## Case Study

### Business Performance

Portsmouth City Council



Integrated Software Solutions

# Business Performance



## Could you summarise the initial business case for procuring such a system?

Portsmouth City Council's public health plan involves many new dynamic projects and programmes spread across the city. Portsmouth made the decision to procure and implement the Concerto integrated Performance Management solution to integrate into Concerto Projects and underpin the performance management of our public health plan.

## How would you describe your experience using the Concerto solution up to this point?

Good. Concerto Performance Management will play a central part of the performance management of the public health plan in Portsmouth.

We have been migrating all our public health documentation into Concerto Business Performance to allow all team members easy access to documents, reports and performance information.

The Portsmouth Public Health business plan is fully integrated into the system. This allows performance management views at both programme and project level and an overall view of high level PPI's as well as the ability to drill down to view individual projects to track progress and detect issues.

There are currently over 40 projects in the system, which are being closely monitored.

## What benefits have been derived from using the Concerto software?

Centralisation of data is particularly beneficial, explains David Price, Head of Business Strategy. Often key members are working in more than one service area and their documentation was previously stored on our Windows

system in different locations. This made it difficult for others to find and access the documentation if needed. Now it is easily accessible to all team members.

From a senior perspective, having an integrated system allows all relevant information to be stored in one place and easily kept up to date. In the case of sickness for example, the system makes it easy to locate and access information, then produce reports to view progress, view latest issues, risks and budget spend and view the daily log. Also, automated reporting means end of quarter reports are delivered on time. This provides us with more business resilience than we had before.

From a management perspective, the solution gives managers a 'helicopter view' of how their department is performing. They can view at programme or project level to easily see how projects are progressing.

One of the aims is to link it into our finance system, allowing senior management to see performance from a budgetary level. This will allow early identification of overspends and the reasons behind it.

Our users are able to keep on track, knowing where their issues are, how they are progressing whilst effectively managing their time and prioritising tasks. The system ultimately enables a comprehensive view of all work.

The overall objective for Concerto Business Performance in the council is to use the tool to support us in working towards a more holistic way of operating.

For further information about this project, and about Concerto's solutions, contact us at [sales@concerto.co.uk](mailto:sales@concerto.co.uk)