



## VocaLink transforms insight into corporate performance

### Executive Summary

On a peak day, the VocaLink automated payment platform processes over 90 million transactions and over half a billion in a month. In addition to connecting the world's busiest network of over 60,000 ATMs, VocaLink's Real-Time Payments platform provides the central infrastructure for the UK Faster Payments Service. The performance of these payment systems is imperative to ensure VocaLink meets its strict Service Level Agreements (SLAs) with its customers – the banks, their corporate customers and government departments.

While the company uses a dedicated system to support its service management team, it has struggled to attain access to good business intelligence. As a specialist payment provider, VocaLink's business intelligence requirements range from the provision of real time

incident status, to monitoring trends in incidents, problems and changes over a rolling 13 month period and the delivery of performance dashboards to senior managers across the business.

However, while the service management system is based upon SAP BusinessObjects and Web Intelligence, its prebuilt configuration constrained VocaLink's reporting capability. The result was growing user distrust of the information being provided.

VocaLink wanted the freedom of having an independent business intelligence solution that could be plugged into any data source in the company, such as ATM Transaction Volumes, to improve the timeliness and accuracy of service management reporting.



# VOCALINK

safer payments, smarter partner

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Having assessed the market for stand alone solutions, VocaLink turned to SAP reseller Edenhouse Solutions which had proved the functionality of SAP BusinessObjects.

Edenhouse implemented the latest version of SAP BusinessObjects, migrating the 70 existing Web Intelligence reports to the new environment. The migration was achieved within a two day window with minimal business disruption, despite the complexity of the highly secure VocaLink environment. The company has also provided training in Crystal Reports, Universe design and Web Intelligence for both the service management reporting team and key business users, including the incident management team, which wanted to improve its *ad hoc* reporting from HP ServiceManager.

The move to SAP BusinessObjects Edge has delivered a step change in business intelligence functionality, enabling VocaLink to improve the timeliness, depth and quality of reporting.

Performance is monitored in real time and displayed using Publications on monitors in its service management locations in Harrogate and Dunstable. Major incidents and

those in risk of breaching an SLA are highlighted in red using alerters; while the display also includes performance information on the number of open incidents being handled by any assignment group at one time, enabling managers to proactively address problems in workload.

Senior management have a daily overview of performance via monitors as well as SAP BusinessObjects dashboards which deliver performance against Key Performance Indicators that include incidents, calls to the service desk, changes raised, requests for change and problems.

The reporting team is now looking to expand the way business intelligence is used, such as using Explorer to enable managers to drill down into incident reports to gain greater insight, and using mobile devices to provide service managers, with faster access to incidents and alerts when an incident has been raised on the service.

Critically, the company is now keen to expand its investment and deliver performance insight beyond service management by extending the use of SAP BusinessObjects to include other data sources, such as call volumes or ATM transaction volumes.

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