Dundas BI™

How FutureWork Systems Empowered Workforce Development Professionals with Intuitive, Self-Service Analytics & Reporting

Introduction

FutureWork Systems provides business intelligence (BI) software as a service (SaaS) for Workforce Development programs across the United States. With a 20-year history of Workforce Development and BI implementations across ten states and over 120 Workforce Development Boards (WDB), their goal has always been to make program data accessible to the Workforce Development professionals they serve to support program and policy decision making. They needed to provide intuitive self-service analytics and reporting for their users to effectively and efficiently explore Workforce Development program data to learn about program participants, the services provided to them and their outcomes.
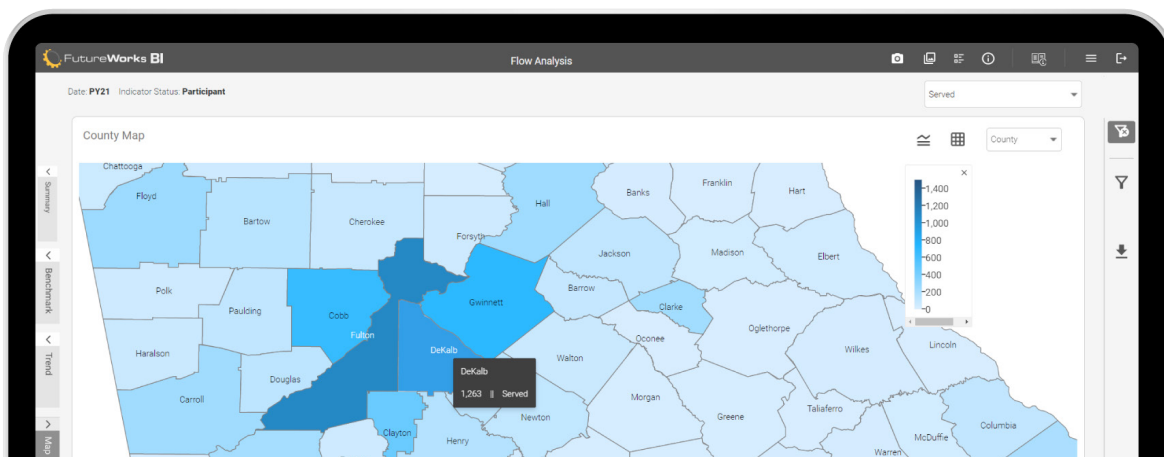
Their Needs

The Workforce Innovation and Opportunity Act (WIOA) was signed into U.S. law in 2014 to help job seekers access employment, education, training, and support services to succeed in the labor market and improve the American Job Center System. The WIOA mandated that the over 1600 workforce centers across the U.S. report quarterly individual participant data to the federal government. Over 300 data points are collected on each participant.

FutureWork Systems needed to make all this raw WIOA data provided by client states, local Workforce Development Boards and publicly available WIOA data provided by the U.S. Department of Labor, more accessible and understandable to ALL workforce development professionals so they could use this compiled data to make informed decisions that can impact the real people these programs are meant to serve – leading to better outcomes for communities and the people they assist.

Serving a wide range of public sector users, from Executive Directors and other administrative staff to analysts and front-line staff, all with varying skill sets and needs, they needed to be able to deliver Workforce Development data in a self-service way to users. They wanted to create an application that would allow any user the ability to drill into the data relevant to their needs without relying on intensive training or technical assistance.

Due to the sensitivity of the data, they needed a platform they were confident could manage data securely and ensure it remained anonymous.

Their Solution

Being a smaller company, FutureWork Systems needed to make the right choice, the first time, so they could start creating the application they envisioned for their user base. They needed a partner that would be with them every step of the way. After a lengthy search for the solution that would give them the flexibility and functionality they needed in one tool, they partnered with Dundas BI due to the platform's seamless embeddability capabilities, limitless customization options, completely open APIs and commitment to customer success.

Their newly created, cloud-based SaaS application – FutureWorks BI – now gives their users one system for all WIOA program data insights. This full-service application makes all WIOA program data easily accessible for meaningful analytics and reporting that enables Workforce Development professionals to leverage data to support continuous improvement efforts. All users now have personalized and customized insights into their specific challenges and where the opportunities for improvement are to accurately support their state or local Workforce Board. The application is completely intuitive, and users can build their own views in the application or use the set frameworks provided so they can self-select what data they want to look at and how they want to view it. Users get interactive data accessibility with no coding or IT expertise required.
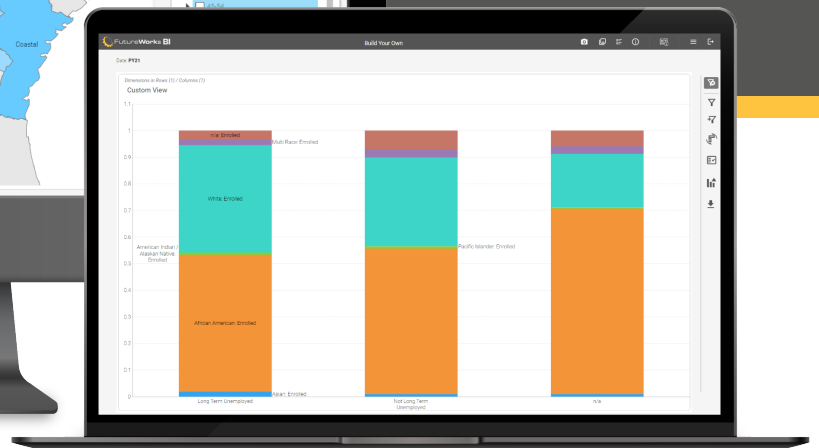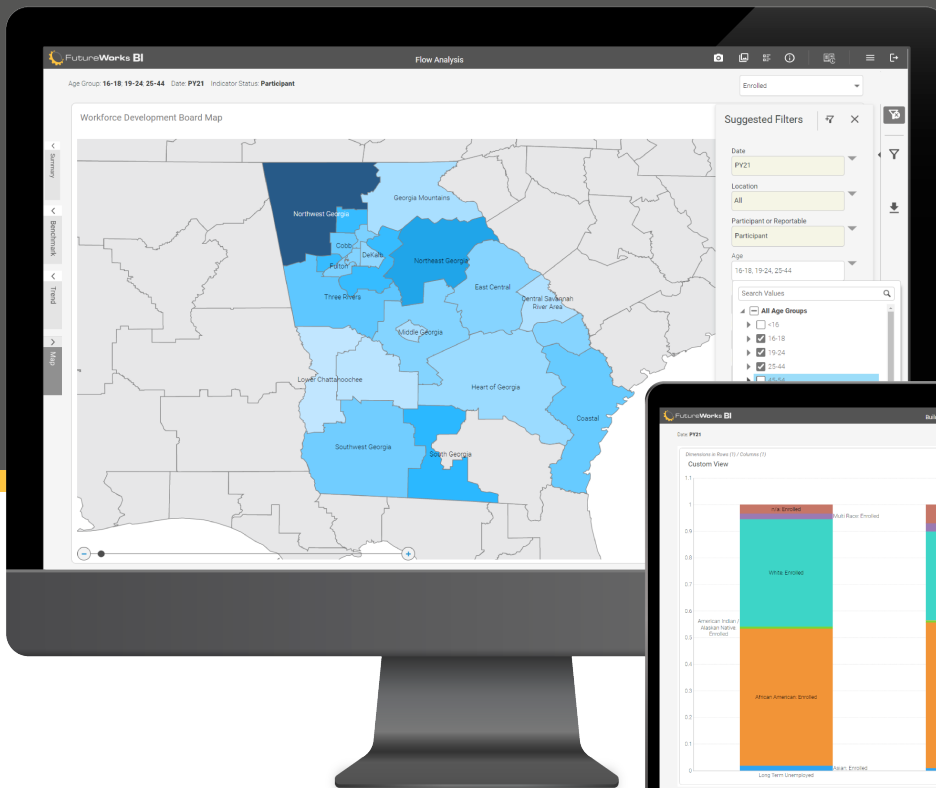
FutureWork Systems provides a complete Business Intelligence service for the Workforce Development System – an intuitive BI application with ongoing support from experts who understand Workforce Development program management and accountability.

"The self-service product capabilities we designed in our application gives our users access to the data they need easily. FutureWorks BI was designed and built for any user and as a result we have seen increased user adoption because of the simplicity and intuitiveness of the application. It provides a cost effective and efficient way to empower organizations with data access. Not only did we create a tool that anticipates the needs of our users, but we also provide pre-built dashboards and "build your own" options. Our application provides expert guidance to the users so they can use data in a more efficient, self-service way."
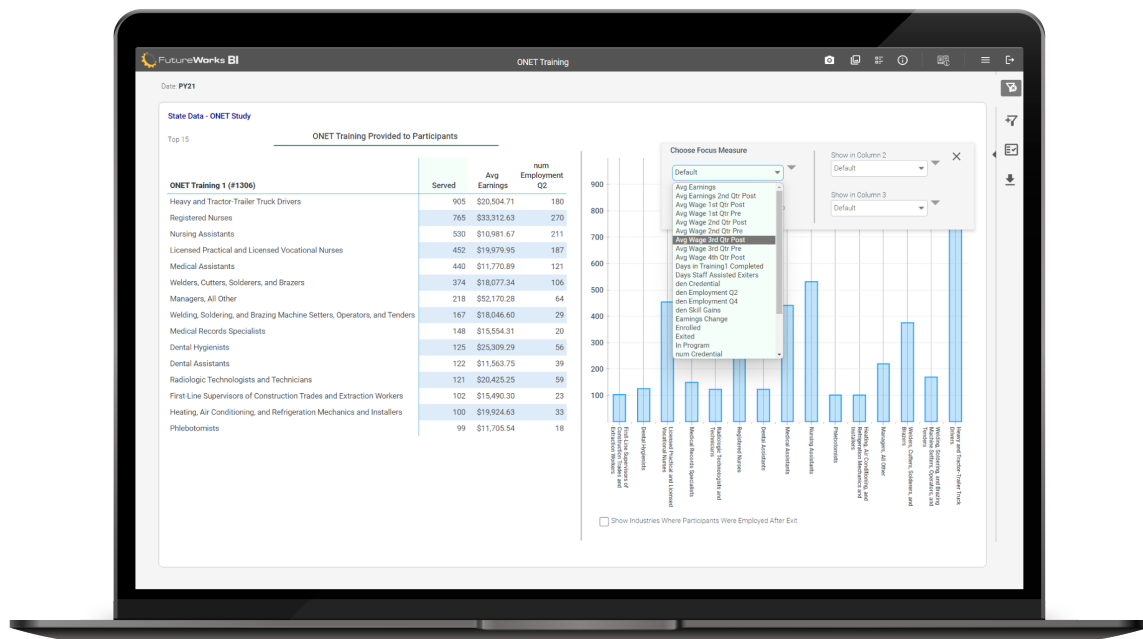
Thomas Ryan
Founder and Partner

Why FutureWork Systems Chose Dundas BI

✓ 100% Customizable

- Extensive, fully open APIs and a scripting engine in Dundas BI allowed them to easily build, extend, customize, and embed white-labeled analytics directly into their application

- Every single element of Dundas BI could be customized to their exact specifications without limitations or constraints

✓ Seamless embeddability & white labelling

- Complete white label options allowed them to create an application to their exact specifications, so users feel comfortable using it right from the start

✓ Ability to deliver embedded and governed self-service

- Dundas could deliver embedded web based SSBI that is straightforward for any user
- Users are equipped with a simple interface to explore data in a managed fashion, with minimal training

✓ Security & Scalability

- Due to the sensitive nature of the data they deal with, security was a primary requirement that Dundas BI could manage easily.
- Easy to securely manage and scale their deployment with better access control and management

✓ Breadth of features and filtering options made data easier to work with

- Endless advanced filtering options, allowed them to speed up the process for users to find exactly what they are looking for
- Using data drill downs, users can slice and dice to get the precise details they need

✓ Customer Experience

- Experienced, accessible support throughout the evaluation and implementation process
- Proof of Concept assistance to help get the solution built and to market faster

Key Benefits

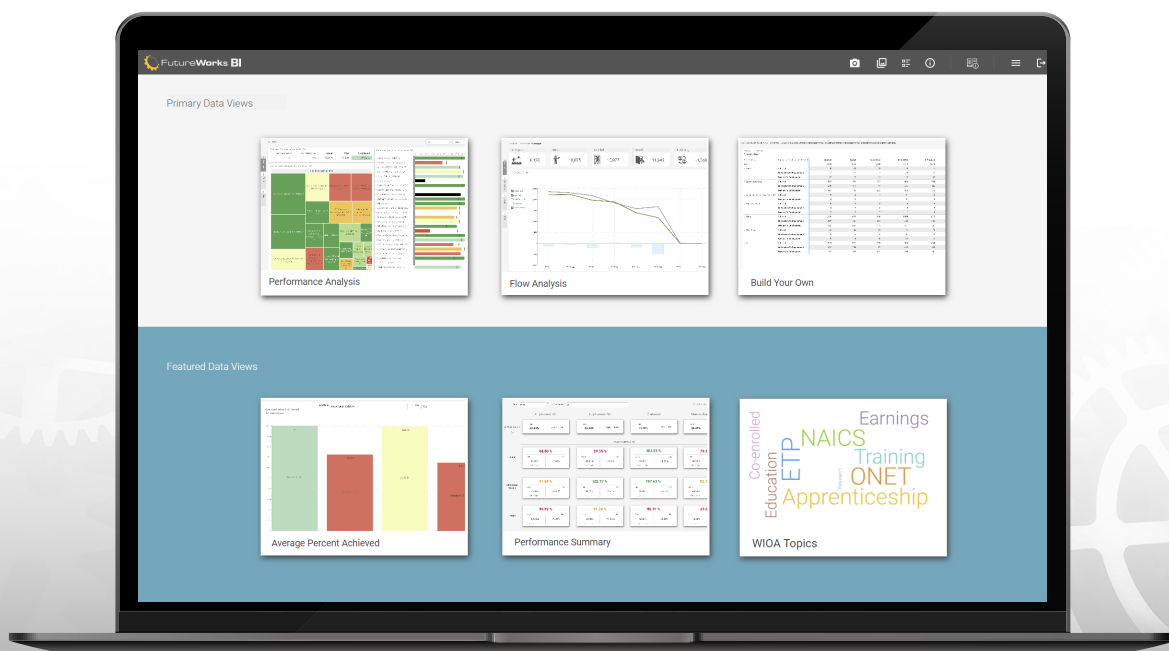### Easy to deploy a true governed self-service data analytics solutions for any user

- Users can drill down into the specific national and local data they need to get instant answers to continuously improve their programs

Faster access to relevant data

- Faster, intuitive access to the critical WIOA program data needed for effective and efficient decision making means a better experience for users

Everything in one end-to-end platform

- Users only need one application for all the insights they need
- Ease of integration and customization with a single solution

Better BI experience

- User-friendly application that has made data more visual and easier to consume has increased customer satisfaction and adoption
- Community of people can see the entirety of their data and collaborate for better outcomes
- Ease of data accessibility promotes a community of practice around using data to inform program and policy decisions and improve program outcomes

Personalized insights & customized dashboards

- Interactive dashboards and reporting allow users of all skill levels to drill down and revisualize datas
- The application is completely intuitive for their users. It anticipates their needs and provides pre-built dashboards or "build your own" options

Geoff Smith
President

"We wanted to make an application that would be at the leading-edge of self-service BI. A solution that enables any user to work with WIOA program data comfortably so they can confidently make decisions powered by data. We knew the skill sets of our users would be varied and that only a highly intuitive and user-friendly system would allow them to see and obtain immediate value. All this available raw WIOA program data can now be provided to any user for them to slice and dice it in the way that lets them see the full picture. FutureWorks BI really is a game changer for Workforce Development professionals."

Final Statements

After evaluating several leading BI vendors, precisely identifying their needs, and building out the right solution for their users, the FutureWorks BI application is now in commercial release. It offers a personalized, self-service analytics and reporting experience for any Workforce Development professional, all in one, easy-to-use system. FutureWorks BI users can quickly see and drill down into the WIOA program data they need in a visual, easier way to consume making data insights more efficient. Access to customized data insights allow them to accurately support their agency's information needs to inform program and policy decisions and support continuous improvement strategies. FutureWorks BI is built with the highest security standards in place protecting the anonymity of user data to maintain privacy and with the open APIs available in Dundas BI, the application was customized to exact specifications without limitations or constraints. Every user gets a personalized experience and feels immediately comfortable using FutureWorks BI right from the start.