

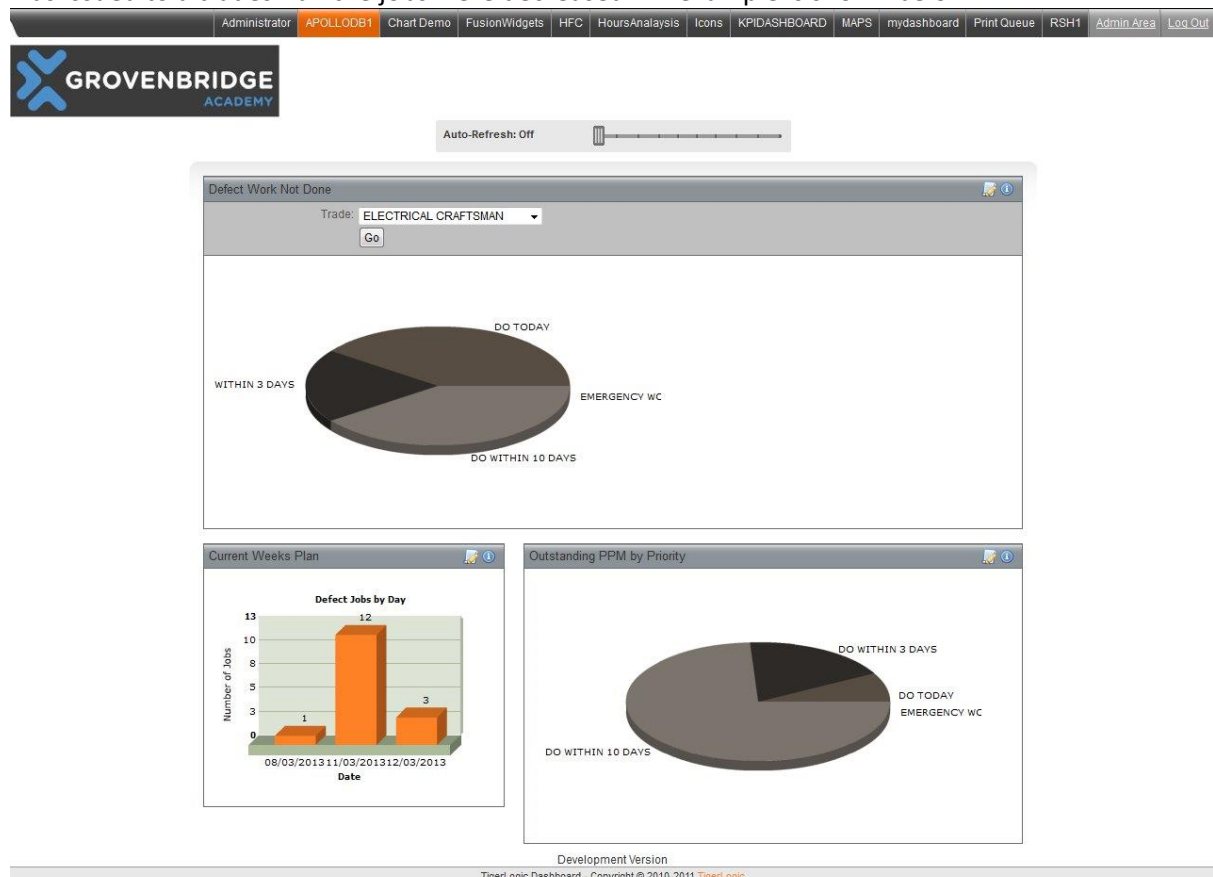


Premier Software Ltd

Premier Software's Development of the MV Dashboards

Premier Software had been looking for a dashboard system for their application for some time, because their competitors were offering dashboards with their products. Premier had tried a few different dashboards that attached to the D3 database using ODBC. These solutions were very expensive and did not offer value for money, and were not particularly elegant.

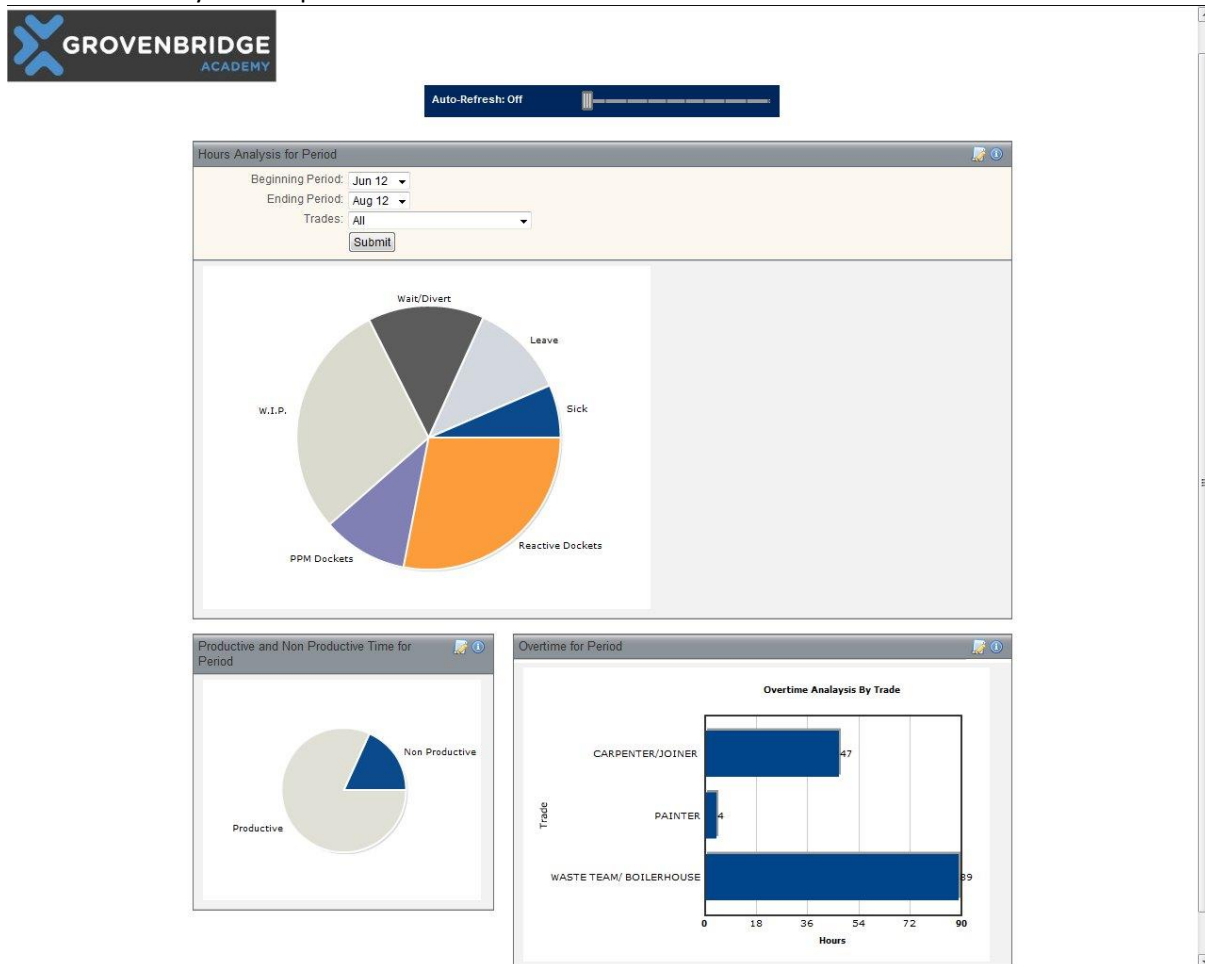
We were delighted when Tigerlogic offered their dashboard solution. It was specific to D3 and it offered great value for money. To use it properly, you really had to know FlashBASIC but we didn't see that as an issue, in fact that made it more flexible. We decided that we would offer the Dashboards to our customers, and we would create their dashboards for them as part of the Software Licence Agreement they have with us to support our Application Apollo-FM. Apollo-FM is a web based facilities management system, that can produce dynamic information, and the Dashboards being also web based could reflect that dynamism. To interest our customer base we started by creating a dashboard that reflects the data being received by our helpdesk. This data was dynamic as the jobs were recorded, the dashboard reflected the increase in jobs, and as the work was issued to a tradesman the jobs were decreased. An example is shown below.



Excuse the Grovenbridge academy logo this was an example we used for one of their lectures. The top pie chart shows the numbers of Reactive Maintenance jobs by priority, Emergency Within one Hour, Do Today, Within 3 days, and within 10 days. The Histogram shows the number of these jobs

coming in by day, and the final pie chart is Planned Preventative Maintenance jobs to show the current overall workload for the tradesmen for the current week. There was a filter added so this could be viewed by Trade or for all trades.

The First Customer to purchase the Dashboard software, used it to create a Historical, rather than a dynamic dashboard. They decided they wanted to analyse the Tradesmen's time over a given period. This is what they came up with.



The first pie chart shows the hours by its component, Completed Reactive Jobs, Completed PPM Jobs, Work In Progress, Annual leave, Sickness, training, supervision, etc. The next Pie chart shows the amount of Productive hours and Non Productive hours. The bar chart shows the Overtime Hours

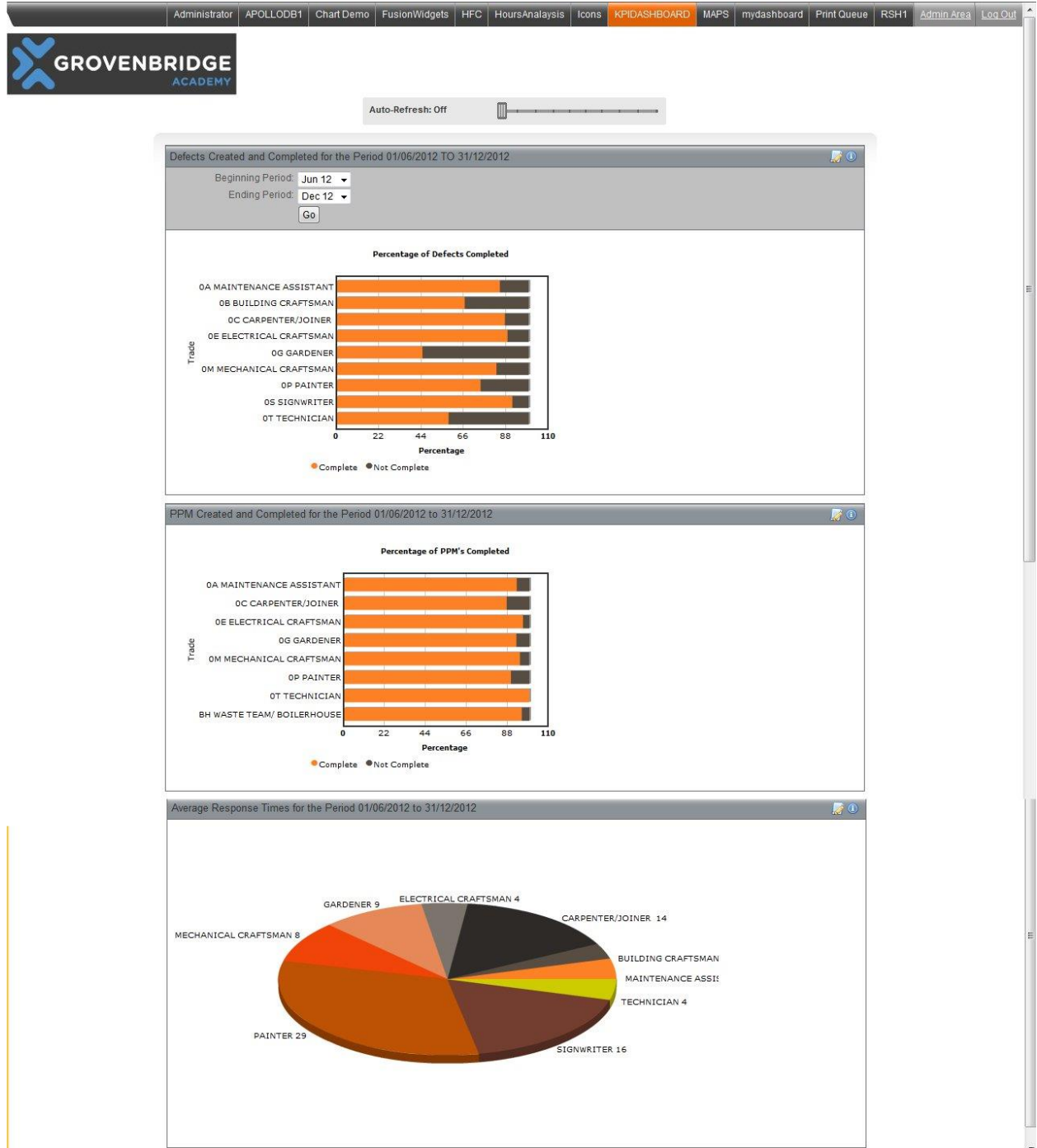
Hours Analysis Data

Trade	Sick	Absence	Leave	Stat_Hols	Wait_Divert	Work_in_Progress	PPM_Hours	Reactive_Ho
MAINTENANCE ASSISTANT	95.00	0.00	201.00	0.00	155.40	237.70	142.00	304
CARPENTER/JOINER	0.00	0.00	67.50	0.00	84.60	181.80	39.50	573
ELECTRICAL CRAFTSMAN	0.00	0.00	302.50	0.00	277.50	355.80	368.20	916
GARDENER	0.00	0.00	15.00	0.00	427.50	0.00	21.60	1
MECHANICAL CRAFTSMAN	225.00	0.00	342.50	0.00	427.70	789.20	319.80	785
PAINTER	337.50	0.00	45.00	0.00	30.00	188.00	6.00	132
SIGNWRITER	0.00	0.00	75.00	0.00	22.50	172.00	3.00	122
WASTE TEAM/ BOILERHOUSE	657.50	0.00	1183.50	0.00	1443.20	2934.10	1062.48	2837
USE	0.00	0.00	135.00	0.00	18.00	1009.60	162.38	1

Items listed out of 9 items.

worked by trade. It also has drill down tables so that the data behind the graph can be examined.

The Apollo-FM system has a Key Performance Indicator (KPI) report, that examines the percentage of work completed, for PPM and Reactive Maintenance, and the Average Response Times for Reactive Maintenance. We developed this into one of our dashboards.



It can filtered by a range of dates, and is divided into trades. The top bar chart is the percentage of Reactive Maintenance jobs completed, the middle is the percentage of PPM completed, and the pie Chart is the Reactive Maintenance Response time. Needless to stay a Painting Job will take a lot

longer to complete than an Electrical Craftsman's job. These too drill down to the data that makes up the graphics.

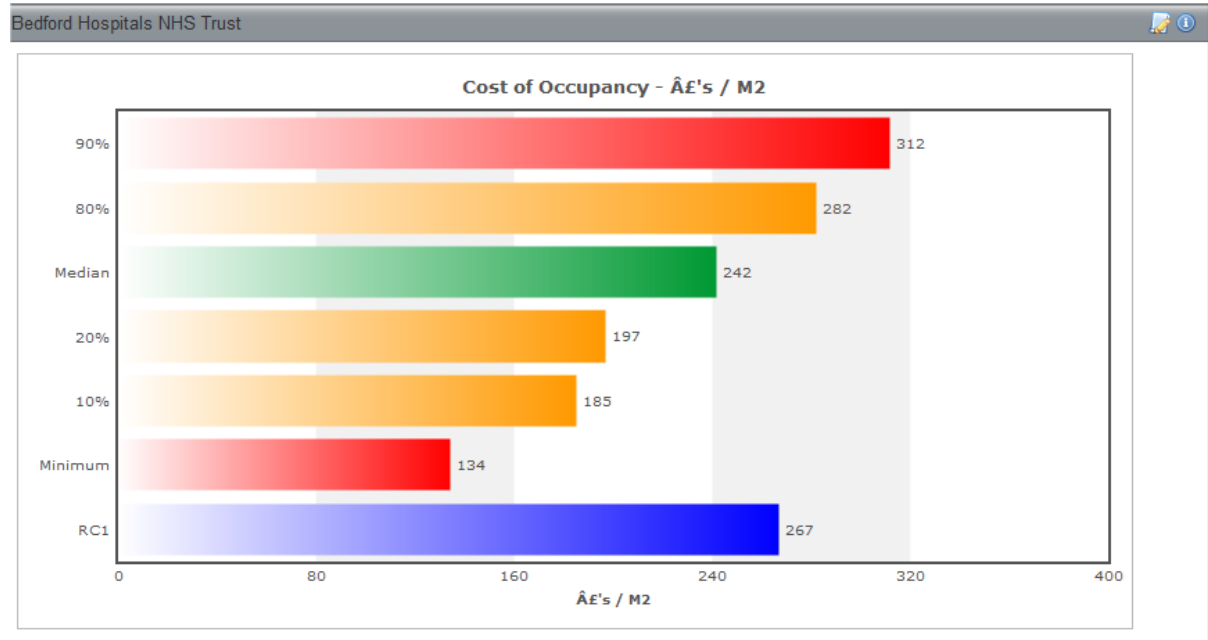
Average Response Time Reactive Maintenance

Trade_Code	Trade	Total_Jobs	Total_Resp	Average_Response
0A	MAINTENANCE ASSISTANT	547	1995	4
0B	BUILDING CRAFTSMAN	2	6	3
0C	CARPENTER/ JOINER	1290	18058	14
0E	ELECTRICAL CRAFTSMAN	1836	7518	4
0G	GARDENER	16	149	9
0M	MECHANICAL CRAFTSMAN	1232	9841	8
0P	PAINTER	58	1694	29
0S	SIGNWRITER	126	2020	16
0T	TECHNICIAN	7	29	4
Total		5114	41310	

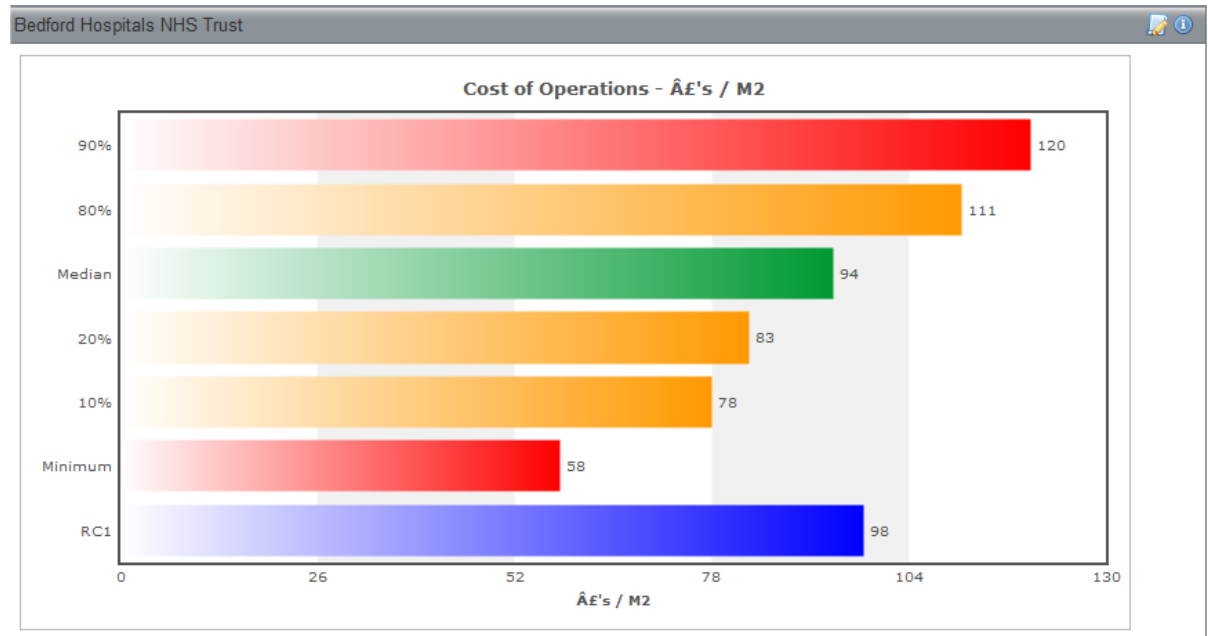
Average Response Time All Trades 8

We work very closely with the Healthcare Facilities Consortium (HFC). They produce benchmarking data for each health board in England from the ERIC (Estates Return Information Collection) data. This data has to be submitted from every health board in England, and the HFC are a member organisation that produce benchmarking data for their members. When they saw the dashboards they could see that we could recreate these benchmarking graphics on line. We were pursuing this with the HFC when Rocket Software took over from Tigerlogic, and we lost the dashboards, as we didn't know they were still available. This is what I was able to create for the HFC, which is almost an exact copy of what they produced on paper.

Indicator	"N"	RC1	Minimum	10%	20%	Median	80%	90%
Cost of Occupancy - £'s/M2	166	267.26	133.72	184.61	196.72	241.80	281.64	344.51

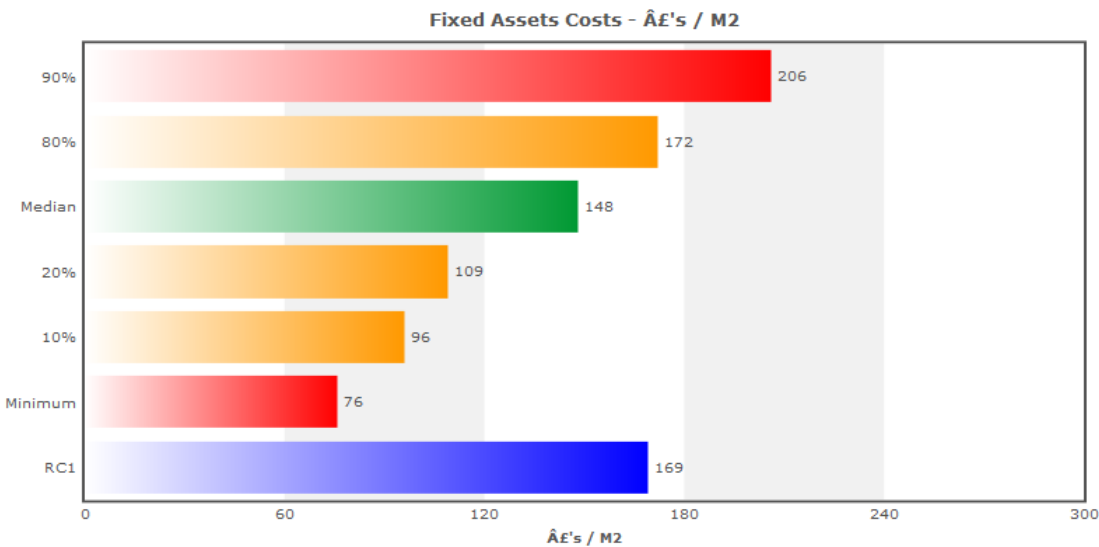


Indicator	"N"	RC1	Minimum	10%	20%	Median	80%	90%
Cost of Operations - £'s/M2	166	98.17	58.07	77.75	82.75	94.16	111.07	119.59



Indicator	"N"	RC1	Minimum	10%	20%	Median	80%	90%
Fixed Assets Costs - Â£'s/M2	166	169.09	75.65	95.95	108.66	147.64	171.94	205.55

Bedford Hospitals NHS Trust



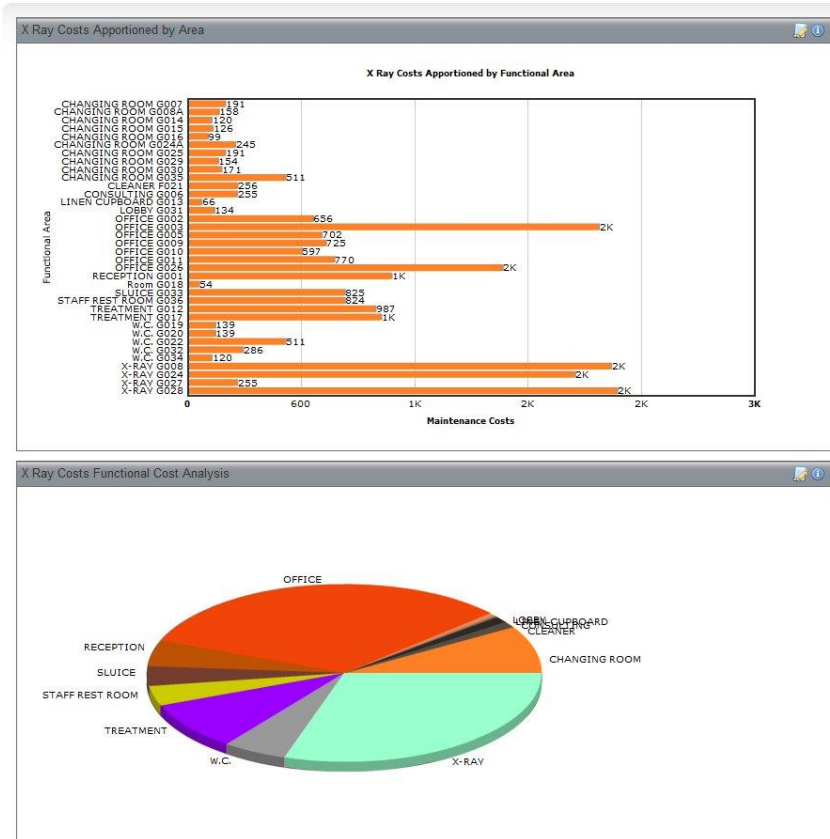
The Blue bar in every case displays the Members position compared to the averages for similar health boards. These widgets were the most difficult to create, due to colour control. I have recreated them using MV dashboards in the example above. The data does not come from D3 for these dashboards. I use OpenDB to get the data from an SQL database to produce these. I also did a mock up for another company to show how the dashboards could enhance his product. This company creates a cleaning audit system for the NHS which is widely used. This chart showed how the cleaning had improved over the last two years.

Administrator APOLLODB1 Chart Demo FusionWidgets HFC HoursAnalysis Icons KPIDASHBOARD MAPS mydashboard Print Queue RSH1 Admin Area Log Out

Development Version
TigerLogic Dashboard - Copyright © 2010-2011 TigerLogic

Finally I linked two disparate databases D3 and SQL Server to provide the next dashboard. Apollo-FM holds the cost of maintenance, whilst the Drawings database (CAD) holds the area database.

Auto-Refresh: Off



This dashboard shows the FM costs by area. Note the Office FM Costs are higher than the X-RAY FM costs. This is due to the type of maintenance required on X RAY equipment, requiring specialists who are not employed by the Health Board. I like what has been done to the software since I developed my original widgets. Below is screen shot of the first dashboard I reviewed above in the newer

software. As you can see the dates under the Defect Jobs by Day are now vertical, on the original they were horizontal and could not be read. I have been able to spin the Pie charts around so the text is readable as well as the exploded sections. Much improved so keep up the good work.

