



Case Study

## **ACH Group – Advanced Analytics and Big Data solution**

Transforming the business into a data  
centric organisation through the  
provision of a comprehensive Advanced  
Data Analytics Platform.



## Case Study

# ACH Group – Comprehensive Data Analytics Platform

*An Advanced Analytics and Big Data solution allows for the acquisition, aggregation and blending of large volumes of data often derived from multiple disparate sources. Incorporating IoT, smart devices and predictive analytics into the solution. Transforming the business by using the data to build visualisations designed to answer the most complex business questions*

### Problem.

Legislative changes in aged care have the potential to reduce expected revenue. As a result, data analysis is imperative to mitigate the impact on EBITDA. This means ACH Group must transform to become a data driven business.

The business has several systems that contain some of the necessary data required to give the ACH Group senior management and operational staff the applicable metrics that could provide a macro indication of the business's performance, with the ability to drill into specific areas to analyse problems, or to take advantage of opportunities that arise.

However the data acquisition process was onerous and largely manual; contextual internal and external data were not included, there was no way to quickly respond to business change through data, and although some data workers had an advanced data centric outlook, current technologies hampered ICT's ability to respond.

This made business metrics to manage performance, in this (now) deregulated and fast changing industry, a big challenge.

### Solved.

Exposé first embarked on a proof of value stage to show a typical example of what a comprehensive Advanced Analytics and Big Data Platform could mean for the business.

This was followed by comprehensive architecture and design of a modular Data Analytics Platform that will have the capability to handle a wide range of user stories: from a 360 degree employee experience in order to attract and retain the best employees, near real time workplace health and safety tracking as to better respond to client and employee incidents, better identification of new customers (which has become much harder in this deregulated environment and requires a fresh look at data and how it is acquired), a full view of a customer journey and a day in his/her life (including smart devices, electronic wearables, smart buildings, WH&S, predictive events, etc.), through to more conventional reporting from disparate sources.

The next step was a roadmap to help the business from their current state to this advanced future state in an evolutionary manner.

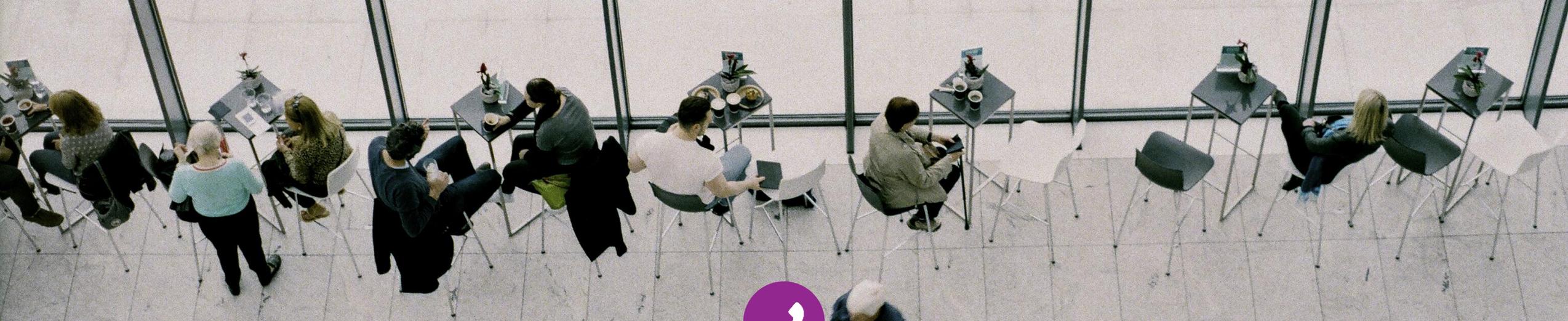
The current phase is assisting the business with development of prioritised solutions along the roadmap.

### Business Benefits.

The solution provides the framework by which ACH Group is becoming a much more data centric business. This is imperative in light of recent regulatory changes in this industry. The Data Analytics Platform, has, and is expected to deliver:

- Customised geocoded visualisations allowing executives to identify regions, business units and advisors with the largest amount of sales opportunities and a mechanism to measure improvements.
- Highly modular solutions that allow for more accurate and faster analytics to users – delivery of analytics reduced from weeks to days, all but significantly reducing user based data preparation effort and allowing for more time spent on analysis and insights.
- A full view of customers, properties and staff in near real time (where required) – responses to issues and opportunities identified on the go (laptop, mobile and tablet) in some cases just after an event, rather than 24 hours later. This is expected to lead to significantly better customer and staff retention, increased staff productivity, and ensure safer and more pleasant care facilities.





**Do you have any additional questions, or  
want to know more?**

We would love to hear from you.

#exposedata



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