

## VISION

Vision is a reporting solution that provides unprecedented access to your data; it provides a view of your information that you are unlikely to have seen before. Taking extracts from your large business system (e.g. revenues, benefits, housing, sundry debtors, housing, parking), Vision provides you with the detailed information to create new approaches to the way you deliver and operate your service, based on fact not perception or myth.

### Account based view:

- View your debit and credit positions at account, annual or total level.
- Understand whether your existing collection and recovery processes are working.
- Create a new collection and recovery strategy that addresses any weaknesses.

### Person View

- Merge data from multiple systems to show a corporate view of a person's indebtedness or history.

### Geographical view:

- View your debit and credit positions at parish, ward, postcode or group level.
- Provide information to other Departments and Partners, particularly useful for Super-Output information and Joint Strategy development.

### Resourcing and Policy Creation

- Allocate staff resources to the most appropriate areas and functions.
- Understand the performance levels of teams and individuals.
- Provide proof of actual performance and resource need in a time of intense budget pressure.
- Undertake trend analysis of workloads, transactions and payments Forecast performance based on previous year and year to date data.
- Use accurate, current data to develop policies e.g. relating to vulnerable groups or budgeting purposes for collection or write-offs.

### Vision allows you to see what works, what doesn't and how you are performing.

- Data is presented using digital dashboards
- High level summary views provide management information at a glance.
- Drill right down to the specific areas/ postcodes/ stages/ debtors/ records.
- Reports and pivot tables are created automatically for you and can be exported seamlessly to Microsoft Excel, Powerpoint, Word and Mailmerge or as CSV file for uploading into your business application or workflow system.
- There is no user manual – it isn't needed. The screens are self-explanatory and any notes or guidance on interpretation are displayed on the screen.
- Training requirements are minimal – you will be up and running in minutes.

### Databases we currently extract from:

- Ash
- Civica
- Capita
- Northgate
- Orchard

### Existing reports

There are literally hundreds of existing reports. Should you want something slightly different we will create it for you and add it to the menu.

### Existing Customers:

- Bury MBC
- Harrow London Borough
- Tameside MBC
- Wigan MBC

### Vision Pricing:

- Fee per module extract
- An annual subscription with no further obligation
- Fully managed service hosted and supported in our secure data centre

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*'We knew that our core Revenues and Benefits systems contained a wealth of data about our service and our residents, but extracting that data in a timely, cost-effective and convenient way was often difficult and in some cases impossible.*

*We have found the solution to this problem in Destin Solutions management reporting tool VISION.*

*Working closely with Destin Solutions, we identified our reporting requirements, and Destin Solutions have created over 50 bespoke reports based on our requirements.*

*We can access these reports at the touch of a button, and drill down from high-level reports to account level when necessary. Data is extracted from our core systems nightly into VISION and therefore reports are always up to date.*

*VISION will enable us to operate more efficiently and effectively, and this is particularly important at a time of reducing operational budgets.'*

**Lucy Catherall**  
Exchequer Team Manager  
Tameside Metropolitan Borough

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