

CASE STUDY - Go Ahead Group PLC

“*Doing the right thing for our customers has always been a core part of who we are and drives our thinking as we make improvements across the business.*”

- David Brown, Group Chief Executive

The Services Provided



ANALYSE

Knowing your data



ASSIST

Technical helpdesk

The Challenge

Our challenge was to configure and build the initial system with Enablon to incorporate over 3,300 transport indicators and a relatively complex organisation hierarchy in a very short time span. Subsequently we provided full support for the system manager and fulfilled complicated system changes.

The Solution

By helping Go Ahead finalise their KPI sets and structure we were able to build Go Ahead's KPIs in a manageable and comprehensive structure and augment the solution to enable easy system change management. SustainIt supplied dedicated experts to provide knowledgeable and hands on support in order to allow Go Ahead to produce the consolidated data for their CSR report. Once the system was up and running, we provided comprehensive system administration support via our dedicated help desk.

The Benefits

Within a few weeks, Go Ahead had a data management solution that provided a straightforward data capture solution with the change management process clearly defined and easy to manage. The ongoing annual support contract allowed Go Ahead to have the security and comfort of knowing that dedicated help was at hand whenever needed and that the system was regularly monitored to ensure it was meeting the data capture needs.