

Sanctuary, United Kingdom

RAPIDLY ACCESSING REAL-TIME INTERACTIVE INSIGHTS ON THE IMPACT OF COVID-19



It was an outstanding one-team response to meet the heroic effort being delivered by Sanctuary's frontline teams. At an unprecedented time, SAP analytics technology supported our understanding and response to uncharted territory."

Kevin Heslop, Group Director of Technology, Sanctuary.



Challenges

- How to gain critical insights into the COVID-19 outbreak in care homes and supported living accommodation
- How to rapidly develop and deploy a data unification platform to mesh together critical disparate data sets
- The requirement to improve the analytics capability and present dynamic up-to-date data



Benefits

- The project supported the lives of vulnerable residents and the staff that care for them by understanding the individual and cumulative impact of COVID-19
- The ability and agility to gain accelerated insights through certainty of information produced imperative value
- Supported the proactive strategic planning to provide positive people outcomes in Sanctuary's communities
- The success and value realisation of the pandemic analytics response solution has driven the accelerated rollout and adoption of modern analytics



Solutions

- SAP Analytics Cloud
- SAP Data Warehouse Cloud (SAP DWC)



Why NTT DATA Business Solutions?

- Quickly realised the crisis we were facing and the impact on our care homes. They were there to help us and we rapidly turned to analytics to contain the virus
- A single-minded determination, close working relationship and commitment to supporting Sanctuary during a critical COVID-19 response period
- Talented consultants who understood our business and our industry
- The agile methodology quickly delivered critical insights

Sanctuary

Industry: Social housing operator and care home provider

Employees: 9,895 employees (2022)

Turnover: £812.5 million (2022)

Website: www.sanctuary.co.uk

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Rapidly accessing real-time interactive insights

One of the UK's leading providers of housing, care and commercial services, Sanctuary manages over 105,000 homes throughout England and Scotland, including general rented, retirement living, care homes, supported housing, student and key worker accommodation.

The first wave of the COVID-19 outbreak in the UK had a significant impact on Sanctuary as it cares for and houses some of the most vulnerable people in our society. With the pandemic spreading, at a speed unseen in our lifetime, Group companies, Sanctuary Care and Sanctuary Supported Living needed to understand and monitor the impact of the virus across their care homes and do all they could to protect their 4,500 residents and 6,500 colleagues. To achieve this, Sanctuary needed to unify data sources and rapidly access current and informative analytics. This needed to be done by monitoring and modelling the number of incidents across England and Scotland in order to inform the direct response.

Partnering with NTT DATA Business Solutions, Sanctuary was able to create a data unification platform that integrated critical disparate data sets and provided access to real-time interactive insights on the impact of COVID-19. This enabled Sanctuary to understand the health impact to customers and front line team members as well as introducing operational changes to limit future exposure to the virus.

Kevin Heslop, Group Director of Technology, Sanctuary commented, "At an unprecedented time, SAP analytics technology supported our understanding and response to uncharted territory." The rapid deployment of SAP Data Warehouse Cloud (DWC) provided the data mesh to bring together SAP data (BW7) and non-SAP data to create easily consumable analytics through SAP Analytics Cloud."

Kevin continued, "It is rare to be involved in a technology project with such a clear and obvious human element to it. The requirement was for us to be quick, agile, flexible and timely, otherwise more people's lives would be at risk. SAP, NTT DATA Business Solutions and Sanctuary pulled together and tore down barriers to get this done. Again, rarely is this level of cohesion as clear as it was in this piece of work."

The pandemic response has without doubt accelerated Sanctuary's data and analytics journey and created an appetite across the organisation for modern analytics. Sanctuary has now moved the analytics project away from crisis mode and transformed it into a sustainable, long-term deployment. With COVID-19 learnings applied, the organisation is now building a group-wide data and analytics strategy that will provide the ability to bring together disparate data to gain intelligent actionable insights into 100,000+ properties together with over 250,000 customers.

The critical analytics work was also recognised by SAP UKI with Sanctuary winning the SAP Customer Success Award for the Best Socially Sustainable Project.

Kevin concluded, "I'm delighted the team has been recognised for this award as it represents a number of our company values - quality, sustainability, ambition - as well as our social purpose, helping our communities."

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Do not hesitate to contact us:

www.nttdata-solutions.com

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