




# Streamlining Year-End Operations with Power BI

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## Introduction

The Year-End Department of a leading organization sought a data-driven solution to monitor and optimize key performance indicators (KPIs) for their critical processes. With a focus on turnaround time (TAT), critical client retention points (CCRPs), and employee productivity, they needed detailed insights to improve efficiency and ensure timely delivery of year-end tasks. Corient partnered with the team to develop a tailored Power BI solution that addressed these needs comprehensively.



## The Problem?

The Year-End Department faced several challenges:

- Turnaround Time (TAT): Difficulty in monitoring TAT at a granular level and identifying areas for improvement.
- Critical Client Retention Points (CCRPs): Limited visibility into key tasks that impacted client retention.
- Employee Productivity: Lack of comparative insights into employee performance and contribution.
- Task Prioritization: Struggled to manage high-priority jobs nearing deadlines effectively.

## Corient Solution

Corient developed a comprehensive Power BI report to address these challenges. Key features included:

- TAT Analysis: Monitored TAT for each job, identifying delays and potential areas for process improvement.
- CCRPs Tracking: Tracked critical client retention points to ensure high-priority tasks received immediate attention.



**The best accountants  
are the architects of  
financial legacies.**

– Laura Anderson



- **Productivity Insights:** Delivered detailed employee productivity metrics for performance-based evaluations.
- **Comparative Analytics:** Designed charts comparing KPIs like TAT, CCRPs, and productivity across employees and jobs.
- **Prioritization Dashboards:** Provided real-time overviews of high-priority jobs approaching deadlines.
- **Performance Benchmarks:** Established benchmarks for TAT and CCRPs to measure progress and set realistic goals.

## Challenges Faced

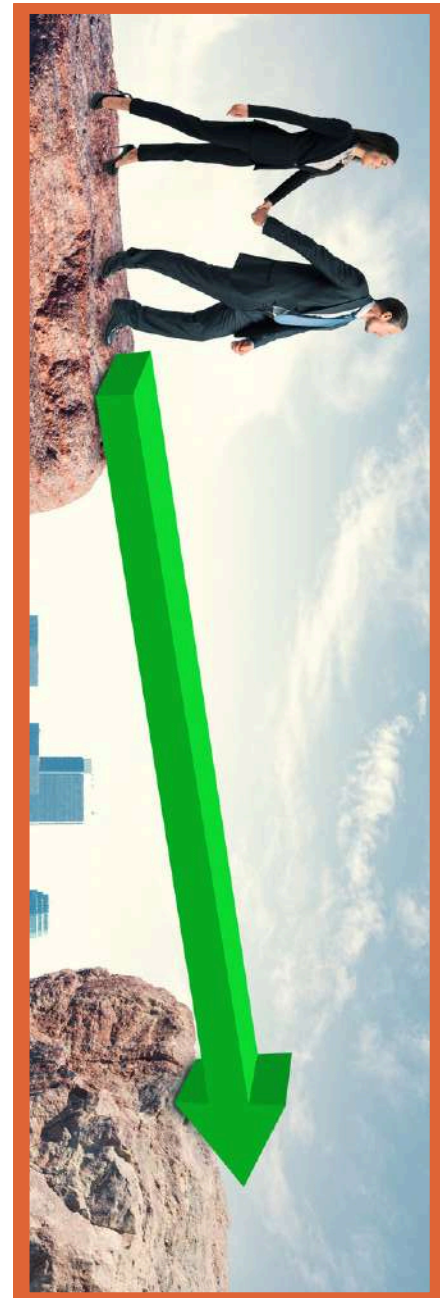
Implementing the solution required addressing the following challenges:

- **Granularity of Data:** Capturing detailed metrics at the job and employee levels.
- **KPI Definitions:** Collaborating with stakeholders to standardize and define KPI measurements.
- **Real-Time Updates:** Ensuring the data model supported near real-time updates for timely insights.

## Overcoming the Challenges

Corient employed targeted strategies to overcome these challenges:

- **Detailed Data Modeling:** Built a data model that tracked metrics at both the job and employee levels for high granularity.
- **Stakeholder Collaboration:** Conducted workshops to finalize KPI definitions and align them with the department's objectives.
- **Incremental Refresh:** Leveraged Power BI's incremental refresh capabilities for near real-time updates.
- **Intuitive Dashboards:** Designed user-friendly dashboards and filters for quick access to insights on priority tasks and performance comparisons.



“  
Behind every good  
business is a great  
accountant.

– Anonymous  
”

## Result Achieved

The Power BI solution provided the Year-End Department with:

- Proactive TAT Tracking: Real-time visibility into TAT, enabling swift action on delayed jobs.
- Enhanced CCRPs Focus: Clear tracking of critical tasks, ensuring immediate attention to client-impacting activities.
- Productivity Metrics: Employee-specific performance data supported targeted improvement initiatives.
- Comparative Benchmarks: Analytics for benchmarking performance across jobs and employees.

## Benefits Achieved to the End Clients

The implementation resulted in several benefits for the Year-End Department:

- Operational Efficiency: Reduced TAT and optimized resource allocation.
- Strengthened Client Relationships: Addressed CCRPs effectively, enhancing client satisfaction.
- Employee Engagement: Empowered employees with productivity insights and recognition.
- Streamlined Processes: Achieved consistent adherence to year-end deadlines.

## Conclusion

By implementing Corient's Power BI solution, the Year-End Department transformed their operations with data-driven insights. The solution ensured proactive decision-making, improved client satisfaction, and enhanced employee performance, setting a new standard for year-end task management.

