



Cornwall Care Enhances Data Analysis with Microsoft® Office 2010

Customer: Cornwall Care

Web Site: www.cornwallcare.com

Size: 1200 employees

Country or Region: Cornwall, UK

Industry: Elder Care

Customer Profile

Cornwall Care is the largest senior care provider in Cornwall, helping more than 1500 senior citizens sustain rich, fulfilling lives.

Software and Services

- Excel® 2010
- Slicer
- Excel PivotTable®
- Sparklines
- Navigation Pane
- Backstage®
- Enhanced Ribbon

Microsoft Partner

NCI Technologies

Web Site: www.ncitech.co.uk

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Paul Turner, finance director, Cornwall Care

As the largest independent senior care provider in Cornwall, England, Cornwall Care focuses on helping its more than 1500 senior citizens live healthy, active lives. Its staff of 1200 committed individuals undergoes rigorous training, including award-winning dementia and customer service courses.

Providing individualized attention is at the heart of the company's success, and its leaders are always looking for ways to improve operational efficiency so that employees have more time to deliver best-in-class services to their growing senior citizen population.

Microsoft® Office 2010 allowed Cornwall Care to improve productivity, streamline everyday tasks and easily interpret and share business-critical data and insights for smarter business decisions—and higher quality care.

Business Needs

For Cornwall Care employees, compiling business performance documents required manually filtering and extracting data from hundreds of spreadsheet columns before being able to complete reports which managers could then analyze.

Employees also found that sharing financial information with colleagues and managers, such as snippets of payroll or accounting documents, required searching through hundreds of files—and capturing screenshots of this data meant having to cut, paste and reformat each image several times per day. Simply formatting and printing documents was a tedious process that involved rifling through multiple menus and sub options, and printing test documents to ensure desired layouts.

Solution

To facilitate a more intuitive way to extract and compile business performance documents and help their employees reduce time spent performing everyday tasks so they could devote more attention to improving resident facilities and services, Cornwall Care managers turned to Office 2010.

For more information about Microsoft Office, go to:
www.office.com

This powerful new productivity suite provided the company with faster, easier ways to extract, compile, and share business-critical data and insights, while simplifying and streamlining everyday tasks such as locating and printing important files for a more efficient, effective workflow.

As Paul Turner, finance director of Cornwall Care says, "Anytime we save is huge—and with Office 2010, we're doing more than that. We're boosting productivity, working more efficiently, and can devote that time to continually improving our facilities."

Benefits

Improving Business Insights with Enhanced Data Analysis

With Slicers, a new feature of Microsoft Excel® 2010, users can easily filter data and visually display precisely what they need in a PivotTable®, allowing them to simplify and accelerate data analysis—and transform that data into actionable information to quickly improve business operations.

"We use Excel constantly to analyze and interpret data," says Angela Wright, finance manager of Cornwall Care. "It used to take four to five days to complete these, but now that we can extract what we need with Slicers, that time is reduced by 20%."

In addition, Sparklines enables users to visually display small graphs or charts within a single cell next to pertinent data—helping them to spot trends almost instantly. "Sparklines are so easy to use and help us save time by giving us visual context, rather than us having to

look at numbers and figures and determine what it all means," says Wright.

Finding and Sharing Important Information Faster

An improved Navigation Pane in Microsoft Word integrates enhanced Find tools, allowing users to locate important information in seconds. "With Navigation Pane we no longer have to troll through long documents to find critical information," remarks Andrea Redfern, payroll manager of Cornwall Care. "It's saving us each about 20 minutes per day—across the organization, that's a huge annual savings."

Insert Screenshot is another new tool available in Office 2010 that allows users to quickly capture screenshots and share them in seconds. "We share snippets of information all the time—from payroll to client data," says Wright. "It used to be quite laborious to cut, paste, and reformat, but with Insert Screenshot, all it takes is a press of a button."

Boosting Agility, Moving Forward Quickly

The new Backstage® view replaces the traditional File menu to provide a single point reference for all of file management tasks, including print and formatting options. "You can adjust formatting and print settings so easily with Backstage," Turner says. "Printing is now just a click away—and it's done right the first time, every time."

Tying the whole Office 2010 suite together is the improved Ribbon, which is available across all Office 2010 applications. Users can customize the

Ribbon to suit their unique working style and find the tools and commands they need in seconds.

According to Wright, the Ribbon alone provides a user-friendly interface that makes Office 2010 easy to learn for any new user: "The Ribbon really ties everything in Office 2010 together and makes learning the system a breeze—even if you're not tech-savvy. People who don't yet have Office 2010 are green with envy."