



iStride

Consistently delivering solutions

Fife Council Case Study

Intelligent reporting coupled with knowledge transfer

The Challenge

Fife Council's housing service was hampered by the limitations of standard reports offered. The built-in reporting suite was not aligned to the financial periods the Council operate, leaving teams without the visibility needed to manage services effectively. Compounding this was a relative lack of detailed understanding of how Civica Cx worked "under the hood" - and how to make best use of available reporting tools.

The Solution

Working in close partnership with Fife Council, iStride developed a bespoke warehouse, and suite of tailored reports and dashboards using Power BI. These tools provide a significant upgrade in both usability and accuracy, and were rapidly adopted across the organisation. In addition to building the solutions, knowledge transfer is at the heart of everything we do,

training and mentoring the in-house team to give them the confidence and skills to maintain and extend their new capabilities.

The Results

With clear, consistent reporting now in place, Fife Council's ops managers are better equipped to:

- Manage day-to-day service delivery
- Monitor and improve performance
- Engage effectively with customers and elected members — all using a trusted source

The improved insight has helped create a stronger foundation for decision-making and service development, while building internal capability for the long term.

"Jim is flexible, really easy to work with, and extremely knowledgeable about both the Civica Cx product and Power Platform. His support has made a huge difference to how we manage and report on services."

Jim Lumsden, **Business Change Manager, Fife Council Housing Services**



Jim Walker
Director

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