

Monitoring the projects which preserve competitive markets



Commerce Commission Profile

The Commerce Commission enforces legislation that promotes competition in New Zealand markets and prohibits misleading and deceptive conduct by traders. The Commission also enforces a number of pieces of legislation specific to the telecommunications, dairy and electricity industries.

In ensuring compliance with the legislation it enforces, the Commerce Commission undertakes investigation and where appropriate takes court action; considers applications for authorisation in relation to anti-competitive behaviour and mergers; and makes regulatory decisions relating to access to telecommunications networks and assessing compliance with performance thresholds by electricity lines businesses.

Industry

Enforce Government Legislation compliance in the area of promoting market competition

Business Pain

Understanding exactly where investigatory and legal action work streams are at

Why Crystal Decisions

Can automate reporting and provide self service via browser interfaces

Can connect to multiple data sources for reporting

Provides a robust turn-key solution

Highly visual and intuitive presentation of high level metrics and drillable to detail

The Challenge

The Commerce Commission performs its role on behalf of the Ministry of Economic Development who require quarterly reports against established Performance Measures. The information required for these reports had been captured manually there was no simple method available to produce the figures required for the quarterly report.

Much of the investigatory and legal work undertaken by the Commission is project oriented, so a project management solution had been put in place to record this data. The issue was there was only a limited reporting facility to present the resultant project data, in combination with information from other sources, in an easy to follow, relevant format to internal users and external stakeholders.

The Approach

The Commerce Commission purchased and installed Crystal Vision Server, the predecessor to Crystal Decisions. They assigned their own expert to define what was required by the business and to test what was produced. They called in INHOUSE who supplied software, skills to find the correct data for use in reporting and analysis, and skills in how to present business information effectively.

Result

The priority internal quarterly reporting was developed in fairly short order, with the consultant requiring only limited assistance to work out how information should be combined from multiple systems and appear in one report. The resultant information is accessible to managers on their own PCs, and is tailored to be both visual and to supply information to the level of detail they need.

A positive outcome was how little help was needed to set up Crystal Vision Server, and how robust and reliable the system is. Another plus has been the ease with which the system can be updated to reflect continuous changes to stakeholder metrics and to the underlying investigatory process.

“The solution has been so successful we are looking to enhance the usability through additional dashboarding for Process owners and Senior Managers.”

