



Trust Headquarters  
Nexus House  
Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

29<sup>th</sup> September 2021

Email:

Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210913.

You requested the following information, please also see our response below:

**Business Intelligence/Benchmarking Tools FOI**

1. Does your organisation use a Business Intelligence (BI) solution\*? If yes, please mark an x in the table below against the BI tool/tools the organisation uses

BI Tools	Please Mark an 'x'
Actuate	
Alteryx	
Birst	
Bitam	
Board International	
GoodData	
IBM	
Infor	
Information Builders	
Jaspersoft	
Logi Analytics	
Looker	
Microsoft Power BI	x

MicroStrategy	
Oracle	
Panorama Software	
Pentaho	
Prognoz	
Pyramid Analytics	
Qlik	
Salient Management Company	
SAP	
SAS	
Splash BI	
Tableau	
Target	
Tibco Software	
Yellowfin	
Other	

**2. What was the annual cost of the BI solution for 20/21 (April 2020- March 2021)?**

Please note we are unable to provide this information under FOI act Section 43(2) Commercial Interests.

**3. How many users in the organisation use the BI Tool?**

Approximately 4,000

**4. Does the organisation have a dedicated in-house BI/informatics team? If yes, how many FTEs are in the BI/informatics team?**

5 FTEs

**5. Which department do the BI/informatics team report into in the organisation?**

BI Department

6. **Could you please provide the name and job title of the person who leads the BI/informatics team?**

Name would be personally identifiable information and should not be shared under GDPR. Job title is Head of Business Intelligence.

7. **Does the organisation use a benchmarking tool\*\*? If yes, please mark an x in the table below against the benchmarking tool/tools the organisation uses**

Benchmarking Tools	Please Mark an 'x'
Actuate	
Alteryx	
Birst	
Bitam	
Board International	
GoodData	
IBM	
Infor	
Information Builders	
Jaspersoft	
Logi Analytics	
Looker	
Microsoft Power BI	<b>x</b>
MicroStrategy	
Oracle	
Panorama Software	
Pentaho	
Prognoz	
Pyramid Analytics	
Qlik	

Salient Management Company	
SAP	
SAS	
Splash BI	
Tableau	
Targit	
Tibco Software	
Yellowfin	
Other	

8. **What was the annual cost of the benchmarking tool for 20/21 (April 2020-March 2021)?**

See answer to question 2.

9. **Does the organisation subscribe to any benchmarking services? e.g Dr Foster**

No

10. **Which departments / specialties are the biggest users of a) BI tools and b) benchmarking tools in the organisation? e.g Finance, HR**

Operations for both

11. **Does your organisation have a data warehouse\*\*\*? If yes, please state if the data warehouse is on premise or in- cloud?**

Yes, on premises

12. **Does the organisation use any other third-party systems to provide managed reporting? If yes, please state the name/names of the other third-party system/systems used? e.g Beautiful Information, Public View**

No

*\*A **Business Intelligence tool** is a type of application designed to retrieve, analyse, transform, and report data for business intelligence normally in the form of interactive dashboards*

*\*\*A **Benchmarking tool** is used to compare the performance of the business processes and products with the best performances of other companies inside and outside the industry.*

**\*\*\*A data warehouse** is a type of data management system/central repository of information that is designed to enable and support BI activities, especially analytics.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust