

# “iTRENT SHOULD BE THE SINGLE SOURCE OF TRUTH FOR ALL PEOPLE DATA”

EFFECTIVE DATA ANALYSIS KEY TO DRIVING STRATEGY



**Customer:**  
Torus



**Number of employees:**  
1500



**Sector:**  
Public



**Solution supplied:**  
iTrent Data Model with Power BI

## ABOUT TORUS

Simultaneously a landlord, property developer, commercial contractor and social entrepreneur, Torus has 74,500 customers in 40,000 homes across Liverpool, Warrington, St Helens and the Northwest.

Torus was formed between 2015 and 2019 after the mergers of social housing landlords Golden Gates Housing Trust, Helena Partnerships and Liverpool Mutual Homes.

The group's goal is to “create sustainable, stable, thriving communities through support, investment, development and regeneration”.



## WHAT THEY WERE LOOKING FOR

A previous arrangement with a systems consultant ran slowly, consumed costs and then “ground to a halt” so they turned to MHR.

Torus wanted a centralised data warehousing system – and to have dashboards providing “a richer picture of what was going on”. They wanted a sophisticated system to manage the complexities of the organisation and how they needed to report. This would call for significant levels of coding to ensure the tables would be modelled as required. It would also need to link payroll and finance data.

Torus found large gaps when comparing budgets with actuals. The new system would have to help identify variations so the team could drill down and discover the reasons why. Torus turned to MHR and they evaluated the Data Model.

**“FROM AN ORGANISATIONAL PERSPECTIVE IT GIVES CLEARER VISIBILITY OF WHAT IS TRULY GOING ON.”**

**REBECCA DUCKETT**

GROUP HEAD OF OD SYSTEMS AND PAYROLL  
TORUS

## SOLUTION

After the Torus leadership team signed-off the plan, it was time to get the ball rolling with implementing the Data Model project.

The Data Model would enable Torus to take a more proactive, strategic approach to their business – to get a greater understanding of not just what was going on in the business now, but also what could happen in the future. There would now be one source of truth for data with the systems team able to share it more widely within the organisation.

The Data Model was built by an experienced MHR team – who had previously worked on large data warehousing projects for both private and public sector, including the NHS and central government.

**“IT WILL FREE-UP ANALYSTS TO ACTUALLY BE ANALYSTS AND NOT REPORT WRITERS”**

REBECCA DUCKETT

## RESULTS AND BENEFITS

Torus quickly saw positive results after the implementation:

- More informed decision-making
- Provides a richer picture of what is going on within the organisation
- More control of data
- Key data and stats very easy to access
- Three “really high-quality” dashboards – tailored to precise management requirements
- Easier management of complex reporting needs
- Data used to identify potential risks
- Far less reliance on spreadsheets and flat files

Torus aims to also achieve the following results based on future development internally:

- Reduction in HR and payroll queries
- Significant time savings, including comparing budgets with actuals
- Will free-up people to work on higher level tasks
- Easier access to financial data
- Greater visibility across cost centres
- Key data and stats very easy to access
- Less time extracting and manipulating data
- More visible and timely data for Exec and Managers



Consolidated data enabling quicker and easier access