



“Utilizing Pervasive Data Integrator™ allows us to quickly integrate partners’ databases with Salesforce without the need for complex custom processes, reducing long-term costs and giving us control over data.”

– Keith Geraghty,
Head of Information and CRM, Investors in People UK

About Investors in People UK

Formed in 1993, Investors in People (IiP) UK is a non-departmental public body that receives funding from the Department for Innovation, Universities and Skills. In 2009, responsibility for The IiP Standard was to be passed from Government to the UK Commission for Employment and Skills (UKCES). The IiP UK organisation develops and maintains the integrity of the IiP framework (IiP Standard). From its head office in London, IiP UK manages the development, policy, promotion and quality assurance of IiP. There are 13 partner-operated UK Regional IiP Centres providing day-to-day advice and assessment for over 35,000 accredited organisation contacts.

Robust, Distributed Cloud-to-On Premises Data Powers Accurate, Unified Global Data View at IiP UK

Pervasive Software Speeds Efficiencies between Regional Centres, Head Office with Automated Bidirectional Synchronization

EXECUTIVE SUMMARY

Reliable data coming from Investors in People UK (IiP) Regional Centres is important—it drives licensing and official recognition of practitioners and allows monitoring of partners’ performance relative to target performance goals. Just as importantly, IiP UK needs reliable data to provide accurate reports to sponsoring bodies and government ministers regarding its own performance and for future funding.

IiP began implementation of a cloud-based CRM solution to allow Regional Centres to enter data themselves and improve IiP’s ability to efficiently share leads with the centres, improve data visibility and consistency, and create better reporting. Facing an aggressive deadline, IiP UK sought a proven, easy-to-maintain and reliable means to integrate and deliver data to and from its on-premises SQL database to hosted CRM being rolled out to its 13 remote Regional Centres. The CRM vendor, salesforce.com, recommended Pervasive Software for its experience—and high success rate—in integrating a wide range of data types to and from cloud-based applications.

CHALLENGE

IiP Regional Centres traditionally provided monthly data in CSV formats to the head office, which then had to import the data using a custom-built system. The IiP IT team would spend several days per month preparing monthly and quarterly reports for its board of directors. Besides the slow process and updating inconsistencies, data reliability could be jeopardized. IiP, simply put, found that manual intervention was too time consuming, costly and inaccurate. Consequently, an automated, cloud-based CRM solution was chosen—Salesforce. However, to be fully functional, IiP’s Keith Geraghty, head of information and CRM implementation, sought to rapidly, accurately and automatically transform disparate data from the Regional Centres into a format consumable by Salesforce and that would power the CRM application’s real-time reporting capabilities.

SOLUTION

Pervasive’s Professional Services Group (PSG) jumped in to help the liP IT team meet their deadline. With a well established expertise in integrating cloud-based applications to on-premises applications and sources, Pervasive consultants rapidly worked to allow liP to pull reports on a real-time basis from their new cloud-based CRM to provide information to management and the board of directors. Nightly synchronization now ensures data is current, complete and uniform across all liP Centres—before, extraction alone was a 3-4 week process. Pervasive Data Integrator has allowed liP to create reusable maps to significantly reduce deployment time. liP was able to design one process for an liP Centre that could be readily reused across all 13 Regional liP Centres.

What has been gained using Pervasive Integration in the cloud? A progression to automation, better quality assurance, improved management and monitoring of its partners, stronger lead generation, and rock-solid reporting that meets the exacting standards of stakeholders. Keith Geraghty sums up the experience: “Today we can pull reports on a real-time basis from Salesforce to provide information to management and the board of directors. Nightly synchronization ensures that data is current and complete.”

BENEFITS OF PERSVASIVE CLOUD MIGRATION AND INTEGRATION

- Data integrity across the liP UK organisation
- Cost savings and rapid implementation
- Flexible architecture for reusability that reduces total cost of ownership; Data that was once tracked differently at each liP Centre is now standardized in one object
- Scalable to meet future data growth at liP
- The entire integration process can now be managed by one IT employee, if needed

CONCLUSION

There is a lot of data to consolidate and track at liP—from 30,000 liP accredited organizations in the UK, around 35,000 contacts, approximately 400,000 assessment events and 16 different stages in the process of certification. Banking on Pervasive Software’s solid body of work related to integrating customers’ important data to and from the cloud, liP UK met its deadline and now ensures that all field-entered information is fully available to headquarters daily and liP Centres have a unified view of lead and account information. Keith Geraghty and his IT group have found rapid, reliable cloud integration with Pervasive Data Integrator.



More About Pervasive DataCloud 2

Pervasive Software now offers Pervasive DataCloud 2 to meet the needs of organizations large and small who want to include cloud computing and data services as a part of their IT infrastructure. Pervasive integration running on Pervasive DataCloud can enable organizations to migrate or integrate even large amounts of data between on-premises and cloud endpoints within very tight timeframes.

Built on Amazon Web Services (AWS), Pervasive DataCloud 2 is geared to deliver rapid customer solutions. Not only rapid, Pervasive DataCloud 2 solutions are reliable, scalable and secure. With Pervasive DataCloud 2 on AWS, IT departments and developers now have the convenience of enabling on-demand data services without having to worry about hardware maintenance, software updates, etc.

What Pervasive DataCloud 2 offers

Raw Engines and Workflow – Developers can use Pervasive Data Integration, Profiling and DataRush engines, as well as our Workflow Designer.

Core Data Services – Developers can access Pervasive connectivity (adapters) to on-premise endpoints using Pervasive DataCloud agent technology. Also available are a Data Sort Service and Database, among other emerging services.

Rich Composite Data Services – Developers can provide data services that incorporate data loading, data matching, profiling, transformation data mining and analytics, including k-means, Levenshtein Edit Distance and Jaro.

About Pervasive Software

Pervasive Software provides agile data integration software that speeds the flow of data between applications and between organizations. Our robust technology addresses SaaS, SOA and traditional integration modes and allows customers to re-use the same software for integration scenarios that span data warehouses, real-time application integration and data exchange with trading partners.

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