



Case Study: Isle of Man Business Support Scheme

Project Title

Isle of Man
Business Support Scheme

Institution:

University of Salford

Sector:

Education

Contact:

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Project Manager

Applications

CLIM8
CLIM8 Projects

Key Benefits:

- Staff access to management information on a read-only basis
- Improved profitability
- Improve productivity and reliability
- Improved chances of retaining project contracts

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The Project

The Isle of Man (IoM) Business Support Scheme provides specialist advice and financial support for Isle of Man based businesses, to aid them in becoming more competitive within their market. A key for businesses is the financial support which includes up to 50% of the cost of consultancy. The scheme is project managed by the University of Salford Enterprises Limited (www.ae.salford.ac.uk)

The Project

Once the scheme began to grow and improve, more and more businesses applied for support and their system was not capable of storing all of the data. This led to many problems resulting in a significant amount of time being wasted, resulting in a loss of productivity. The system became very unreliable as reports were producing false information which meant each report has to be completed manually. Work that ideally should take 5 minutes was taking up to 3 days to complete. This also meant that the accuracy of the data was not 100% and manually sorting the data meant occasional errors. The data needed to be 100% perfect as the information provided was being used by the government.

The Solutions

The software we provided has enabled them to reconsider the information they record and how it may be used. This information includes detailed financial analysis of the project costing in addition to general statistical information. A Major feature is a multi-criteria search, reporting, and complex project management. CLIM8 Projects has made monitoring project progress easier as each stage of the project is distinct and can be individually reported. The system has greatly enhanced the ability of the scheme managers to constantly monitor programme effectiveness in order to identify potential areas of improvement. Thereby, ensuring maximum value for IoM taxpayer's money.

"I have found PPD Computing staff to be most helpful and happy to facilitate our needs in any way possible. They have excellent customer service and if a problem cannot be dealt with there and then, they will get straight onto your problem / query and come back to you in a minimum of amount of time. PPD staff are 100% competent in their area of expertise and their service is second to none"

Marie Foley
Project Manager