

Case Study ... *Flexible Survey Reporting for NCS Pearson*

The Customer

NCS Pearson provide innovative ideas and intelligent solutions to the data collection requirements of companies, government and educational institutions.

They provide the products, services, and technologies that customers in education, government, and business rely on to make their lives easier.

The Contribution

NCS Pearson had an urgent requirement for a flexible survey reporting tool, that could turn raw data into professionally presented reports. In-house resources were not available in the time-frame required.

THINKKronicity was able to promptly produce a very flexible design to meet the current and expected client requirements. This was reviewed and accepted by IT staff at NCS Pearson.

THINKKronicity was then able to develop, test, document and deploy the application on the platform specified by NCS Pearson.

The Result

The application has been used to report on 5 quarters of the original survey, and has been extended to cover 2 more surveys.

All original requirements have been met, and the application has been easily enhanced to cover additional customer requirements.

Also, by releasing internal staff to focus on other projects, THINKKronicity has enhanced the capacity of NCS Pearson operations.

"The appearance and professionalism of the reports has been received very well by our end client, and THINKKronicity have always been there to answer our queries. They are a professional company which is appreciated by all at NCS Pearson and by our end client."

*... Mr Christopher Askitis, Account Manager,
NCS Pearson Pty Ltd*

The Quote

NCS Pearson

The End

Addendum: When the Market Research division of NCS Pearson was sold off to form I-view Pty Ltd, THINKKronicity Pty Ltd continued to operate this application to produce reports for the end client – one of the four major banks in Australia. Recently, with I-view Pty Ltd's permission, THINKKronicity Pty Ltd has operated the application directly for the bank. So far the application has been running for over 7 years.