CUSTOMER CASE
Dyne Advanced Analytics

The communities of Zurich benefit from professional data administration and publication software

SPSS Collaboration and Deployment Services in action at the statistical office of the canton of Zurich

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> C&DS for secure process automation and consistent circulation of results

As a long-standing customer of Dynelytics, previously SPSS Switzerland, the statistical office of the canton of Zurich uses the SPSS Data Collection software family for many tasks. For example, the "Collection & Survey" department relies on SPSS' survey and reporting solutions for benchmarking projects and comparing services between administrative units and administration-related organisations, as well as for staff and customer surveys.

C&DS ensures transparency and fairness in financial compensation

The 171 Zurich communities regularly have to supply information and numbers to the statistical office. To make data collection and individual reporting for the communities more efficient, the office opted for the IBM SPSS Collaboration and Deployment Services (C&DS) solution. C&DS serves as a central hinge for the integration of all SPSS products and offers a host of possibilities (see box). At the statistical office, C&DS is today used for important projects, such as for the Federation-ordered registry harmonisation to replace the census, for population surveys and for residential vacancy surveys. One current example of application is financial compensation: to

establish charges between communities and the canton, Sandra Maria Surber, Head of the Data Management Department, has to precisely work out, based on applicable laws, how many "valid" inhabitants live in each community. For this, she imported registry data sent from the communities to the Federation in a data bank. Within days, a detailed list of all communities was retrievable in the C&DS reporting portal, which gave her the final number of valid inhabitants. With this automatic process now configured, the reports for the next operations will be ready within hours.

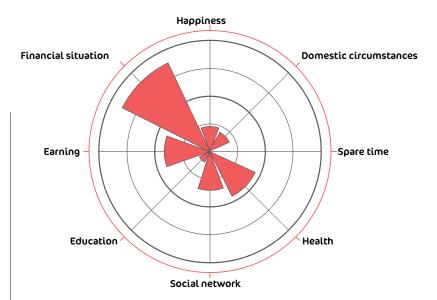### Dynelytics' know-how ensures a quick start

In the beginning, Dynelytics supported the statistical office in installing and configuring the server software as well as with individual training on how to manage C&DS and how to develop reports. Today, Sandra Surber's team has everything under control: "That's the great thing about the tool: people can quickly develop the relevant reports, without being IT technicians themselves. For me, personally, it provides a great amount of freedom: I can do a lot myself, without needing to outsource."

The data specialist continues: "The web interface of C&Ds is very user-friendly and self-explanatory for the end user. I gave all communities an individual login so they could retrieve their data and work alone with it, without having to come back to me with questions."

Defining the risk of poverty with the poverty calculator

Another exciting project for Sandra Surber was developing the "Poverty Calculator". The poverty calculator is an online tool, which on the one hand proves benefit claims for welfare and on the other hand indicates possible poverty thresholds. The online form can be filled in by the people concerned themselves. Sandra Surber programmed all steps of the questionnaire with SPSS Data Collection (with some support from Dynelytics); due to the many quantifiers and calculations, she generated around 30 pages in the project's source code. "Programming the poverty calculator demonstrated the software's possibilities. When filling in the forms, you don't notice the complexity of it because almost everything runs in the background." After the questions have been answered, the data collection form shows, thanks to an in-built calculation of requirements, whether a claim for welfare exists. External software immediately develops an online graphic consisting of 8 elements, which shows which area presents a potential risk of poverty for the person (see picture). The solution is freely accessible via Internet (Google search: "Armuts-rechner") and can also be used by welfare authorities with clients. Sandra Surber is happy that she can rely on Dynelytics: "SPSS products are very well-engineered, if not enti-

rely perfect. But if a problem arises, Dynelytics' support specialists help me. I get feedback and a solution proposal within a day, at the latest. I'm not used to that."

"I always need a quick solution that works and is reliable. That's why it's great that my partner is here in Zurich. I never feel abandoned by Dynelytics, which is usually the way with support from large software companies." ●

Sandra Surber:

> ❝ I always need a quick solution that works and is reliable. That's why it's great that my partner is here in Zurich. I never feel abandoned by Dynelytics.❞

MORE INFO

➡ Dyne Business Services

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