West Lothian Council

Improving data management and reporting
across 13 secondary schools

A need for better data insights and advanced reporting

West Lothian Council (WLC) utilise the cloud-hosted
Fusion Cashless catering system and iPayimpact
online payments across all 13 secondary schools.

Looking to consolidate data from multiple
products and schools, WLC collaborated with
CRB Cunninghams to develop the Data Factory
hosted on Azure. This innovative product enables
improved data management and real-time
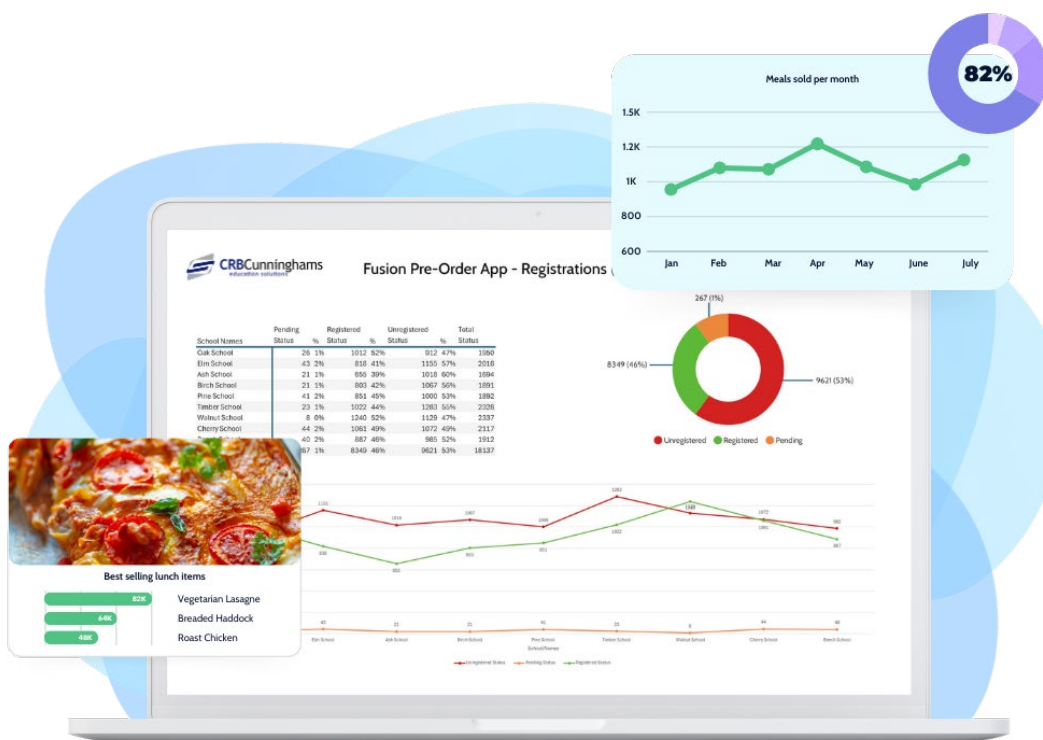reporting through Power BI dashboards.

Fusion

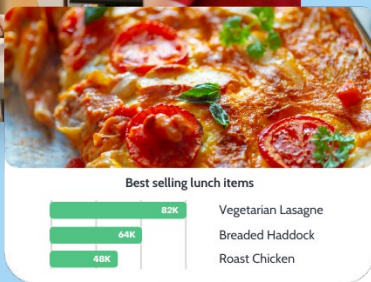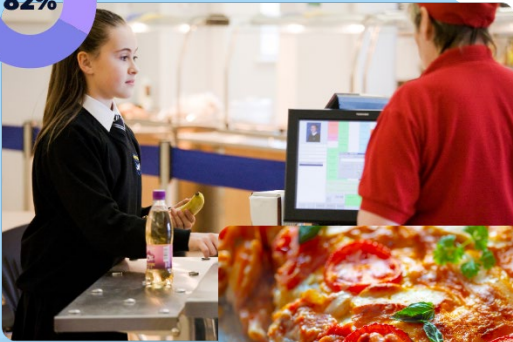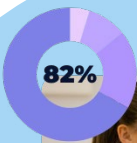iPayimpact

Data Factory

Power BI

The challenge: reducing the risk of system failures

✓ **System Failures:** frequent downtimes due to the system being installed on individual PCs.

✓ **Inefficient Data Management:** manual daily backups and data copying increased the risk of data loss and system failure.

✓ **Reporting Limitations:** data was copied to an on-premises server nightly for management reporting via Crystal Reports, and data from the iPayimpact online payment system required additional copying from CRBC servers.

82%

Best selling lunch items

82K	Vegetarian Lasagne
64K	Breaded Haddock
48K	Roast Chicken

Solutions

To address these challenges, WLC opted for a comprehensive solution that integrated the following components:

✓ **Fusion Cashless System:** the system was rolled out across 13 secondary schools to facilitate seamless cashless transactions.

✓ **Azure Data Warehouse:** a centralised data repository was developed to store and manage large volumes of data efficiently.

✓ **Power BI:** a utilised tool to create detailed reports and interactive dashboards, enabling better data visualisation and decision-making.

Fully cloud-hosted to reduce the risk of downtime

Improved data management and reporting capabilities

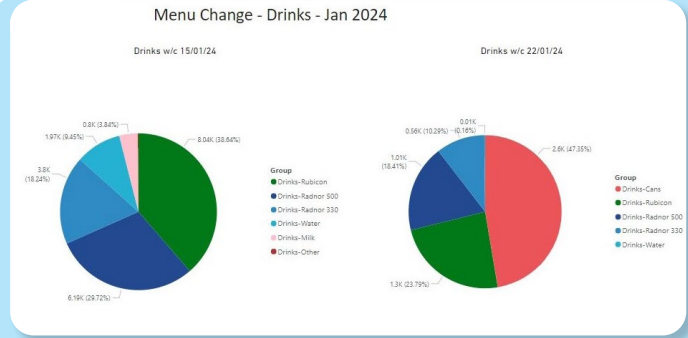Valuable data insights shared across 13 sites

Meals sold per month

1.5K
1.2K
1K
800
600

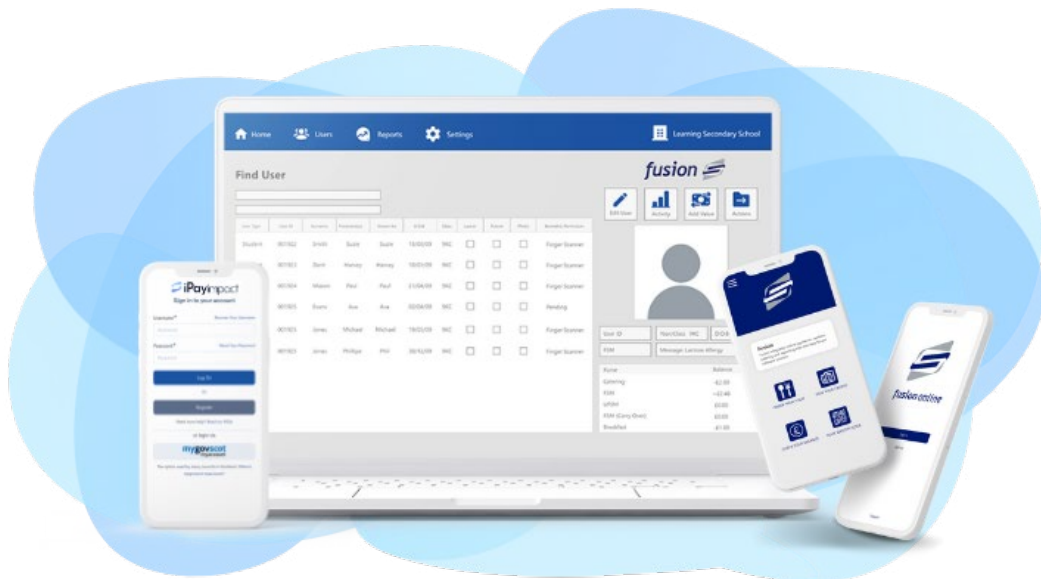Jan   Feb   Mar   Apr   May   June   July

67%
School Meal Uptake

The results

Adopting Fusion Cashless brought significant improvements:

✅ **Enhanced Data Management:** the Azure Data Warehouse facilitated efficient data storage and retrieval, streamlining data processes.

✅ **Improved Reporting:** Power BI enabled the council to create comprehensive reports and dashboards with actionable insights.

✅ **Reduced System Failures:** the new system significantly minimised downtime, ensuring uninterrupted services.

✅ **Cost Savings:** by moving to a more robust and scalable system, WLC achieved considerable savings on server support and storage.

✅ **Award-Winning:** West Lothian Council received the Innovation award at the Scottish National FM Awards for modernising its cashless catering system with Fusion.