

“We needed a way to visually display data in a fast and understandable manner, with the ability to design internal dashboards at a cost-effective price. iDashboards was able to meet all of those needs.

—Lynn Swift, Manager of Clinical Information

## Southwest Solutions Creates Secure, Engaging, Dashboards to Monitor Community Programs

### CUSTOMER

Southwest Solutions is highly recognized as an experienced leader in the development of proven, and effective, results in Adult Counseling Services; Early Childhood & Family Literacy; Children, Youth and Families; and Supportive Housing programs. Southwest Solutions has provided services to the southwest Detroit community for over 40 years. Last year alone, the organization helped improve the lives of more than 16,000 individuals and families.

### CHALLENGE

With four unique programs in place, Southwest Solutions needed a system that would display their internal data in a fast, concise and understandable manner. Being a community-devoted organization, they desired a solution that would enable them to create visually engaging dashboards at a cost-effective price.

### SOLUTION

After evaluating a number of options, Southwest Solutions selected iDashboards In Cloud with X Platform features, a best-of-breed dashboard application offering reports, analytics, alerts, and video embedding capabilities. With iDashboards role-based permission, the organization is able to display specific dashboards for each program without compromising confidentiality.

### RESULTS

Since implementing iDashboards In Cloud, Southwest Solutions has been able to export each department's electronic health records into Excel spreadsheets and automatically upload their data into iDashboards for a real-time view of their metrics. The web-based, interactive dashboards have allowed Southwest Solutions to monitor intake times, staff productivity, documentation completion rate, and help desk ticket resolutions. The solution's visually rich charts and graphs now provide the organization with a visual representation of their data. Through a better understanding of their data Southwest Solutions has been able to enjoy the benefits of at-a-glance insight into their key metrics, allowing for more effective and efficient decision-making.