Spider Strategies®

UNIVERSITY OF SHARJAH REVOLUTIONIZES PERFORMANCE REPORTING WITH SPIDER IMPACT®

A Spider Strategies® Case Study

"The end-of-year performance report would usually take two months to create, with two people working almost full-time on the report. With Spider Impact, the report was created almost instantly, saving hundreds of hours of work."

- Dr. David Carter
Director of Strategy
University of Sharjah

ABOUT UNIVERSITY OF SHARJAH

Established with the aim and vision to contribute to the qualities shared by renowned universities around the world, the University of Sharjah (UoS) is an Emirati private national university located in University City, Sharjah, United Arab Emirates.

It was established in October 1997 by the ruler of Sharjah, Sheikh Dr. Sultan bin Muhammad Al-Qasimi, to meet the emirate of Sharjah's aim of educational needs. Education and research programs offered by the University tend to be comprehensive and multi-disciplinary.

The University of Sharjah includes 14 colleges and offers 114 programs at the bachelor's, master's, doctoral and diploma levels. Courses are offered in a variety of fields ranging from Sharia and Law to Health Sciences, Medicine, Fine Arts and Design, Engineering and Communication. UoS also offers a wide range of degree programs at the diploma, BSc/BA, MSc/MA, and PhD levels as well as the Executive MBA (EMBA) program.

CHALLENGE

The University of Sharjah is no stranger to organizational performance management. Having implemented the balanced scorecard management methodology, UoS knew where it wanted to go with its strategy. With over 1,000 performance indicators and 50 performance scorecards, UoS uses a bi-annual performance leadership forum and Board Reports for mid-year and end-of-year performance reporting. However, without the right performance management solution in place, the university was struggling to extract, synthesize, visualize, understand, and share its data.

Board and Management reporting were taking hundreds of hours of prep work—in fact, it took over two months to pull PowerPoint reports together from many disparate systems. And, the strategy department had limited control over user edit access and permissions which caused challenges when reporting performance progress against set targets.

Looking to resolve these challenges, UoS began a search for a new strategic performance management system with a requirement that it be up and running—and reporting results—by November 2021 for UoS leadership forums.

SOLUTION

After extensive research of available solutions, UoS selected Spider Impact as its new strategy management solution for its impressive visual performance reporting, simple and elegant user interface, local support in UAE through Spider Strategies' partner, Crystal Consulting, and—most importantly—its efficiency in reporting. Seventy (70) full user and Unlimited View Only licenses were purchased, and a Summer 2021 implementation began.

Crystal Consulting was there every step of the way making sure that UoS had an easy implementation. "Crystal Consulting was a major part of the successful implementation of Spider Impact. At times, the Crystal team was embedded within the UoS team," shared Dr. David Carter, Director of Strategy, University of Sharjah. The Crystal Consulting team provided hands-on training for the UoS team and nearly 24/7 support throughout the implementation.

All 14 colleges and 49 departments at UoS are using Spider Impact for strategic performance management and reporting. The solution was in place for the University's November Leadership Forum and the meeting was run using Spider Impact.

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جـامعـة الشــارقـة
UNIVERSITY OF SHARJAH

مجموعة كريستال للإستشارات
CRYSTAL Consulting Group
Knowledgeable | Reliable | Experienced

About Crystal Consulting Group
Crystal Consulting Group delivers comprehensive services across the United Arab Emirates, the Kingdom of Saudi Arabia, Qatar, Oman and Pakistan to make customers successful in implementing their strategies using Spider Impact.

To connect with Crystal Consulting Group, visit https://crystalconsultinggroup.com/ or call +971-50-5261369, +966-54-1656531.

BENEFITS

With Spider Impact in place, UoS has been able to align, focus, and prioritize the University's strategic direction. Performance has improved across UoS. The University has gained clarity around employee accountabilities for achieving successful strategy execution. What's more, Spider Impact's robust data governance features ensure that only the right people have edit access to performance strategy, targets, and reporting.

The University of Sharjah's November 2021 Leadership Forum was run entirely in Spider Impact using the briefings capability. Briefings are collections of Spider Impact performance visualizations. They're a lot like PowerPoint, except all the slides are interactive, and they show the latest data automatically–with drill-down capabilities. Rather than spending countless hours preparing for each meeting, UoS users can quickly assemble briefings directly in Spider Impact. Plus, Spider Impact provides easy access to all related files and web links during the meetings, so meeting participants never have to search across other systems. UoS users can dive into detail with a click and return to their high-level briefing with a click, facilitating more interactive and productive discussions.

"The end-of-year performance report would usually take two months to create, with two people working almost full-time on the report. With Spider Impact, the report was created almost instantly, saving hundreds of hours of work," said Dr. Carter. In fact, UoS presented the entire leadership forum from within Spider Impact using briefings, enabling a truly interactive presentation with the ability to drill down into the results.

This data interactivity also meant that—for the first time ever—a room full of Education leaders did not have any questions about performance reporting because underlying information and data was right there to back up the visualizations and reports in the moment.

With Spider Impact, people can focus on their meaningful work instead of spending hours pulling together performance reports.

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