



# ILCUBis – Helping Credit Unions make Informed Decisions

## ILCUBis – Credit Union Business Intelligence Service, is the first product to be offered on ILCUnet

Business Intelligence is a term used to describe the extraction and illumination of key information from volumes of data. Data can only be analysed when it is in a standardised format. In simple terms, credit unions are sitting on a vast array of information relating to the operation and performance of the credit union but this information is not currently in a format which the credit union can analyse or in which comparisons can be made anonymously with other credit unions. When a credit union connects to the ILCUBis, useful information will be available in 'real time' i.e. at the click of a button for review.

## ILCUBis was developed to meet Credit Unions' needs

At the request from the ICT office, 34 credit unions participated in five regional focus groups to identify, agree and prioritise the key information needed by credit unions to support decision making. The business intelligence requirements identified by these credit unions were prioritised into two phases. Phase 1 assists credit unions in making decisions around financial management, governance indicators and marketing analysis. The scope for Phase 2 will be decided at a later stage of the project.

## What does it look like?

ILCUBis has been designed to allow you to visualise your numerical / fiscal data. The reports for the first phase are in a standard form. In the future a credit union can develop its own ad-hoc reports.

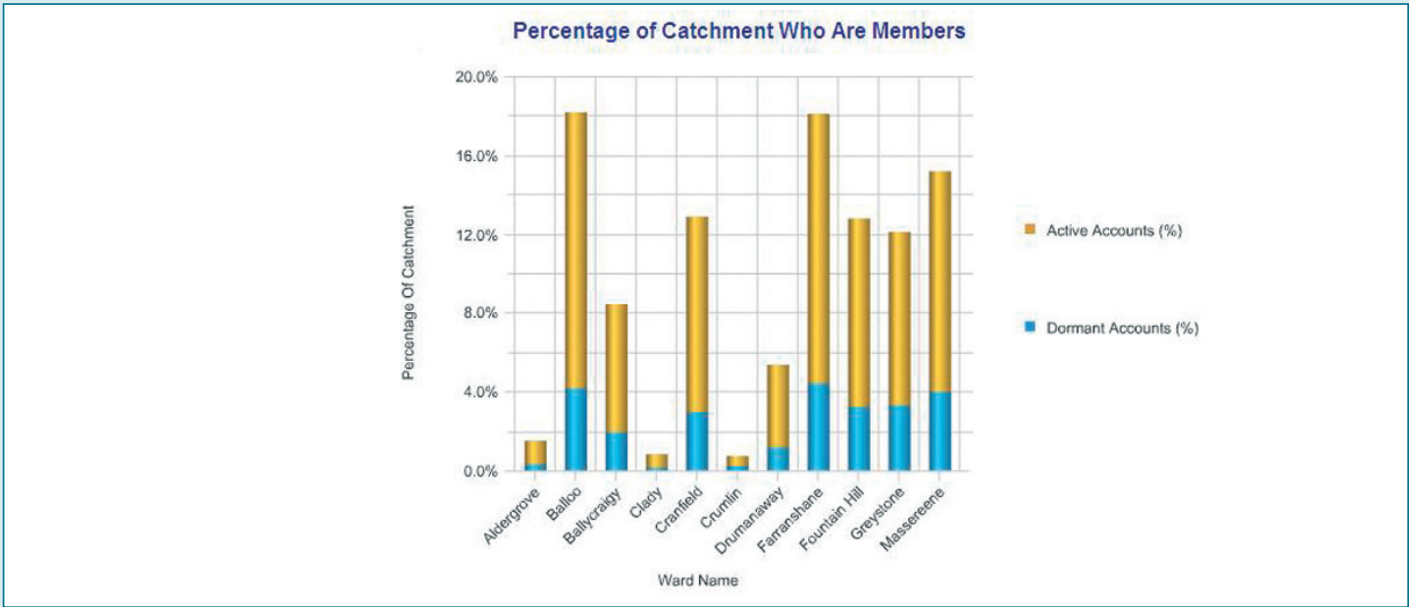
From looking at these reports, you will be able to trace changes in your business to date and forecast and plan for the future. Certain sections act as a health check for your membership and others allow you plan for new members or campaigns. Following are a few examples:



*In reviewing the E1 Pearls ratio, the credit union in this example has not met its target of 70% (represented in gold) for any quarter of 2009. The best result, highlighted was 46.8% in March 09. As the target was not met for each quarter the resulting ratios are highlighted in red.*



### Sample Charts



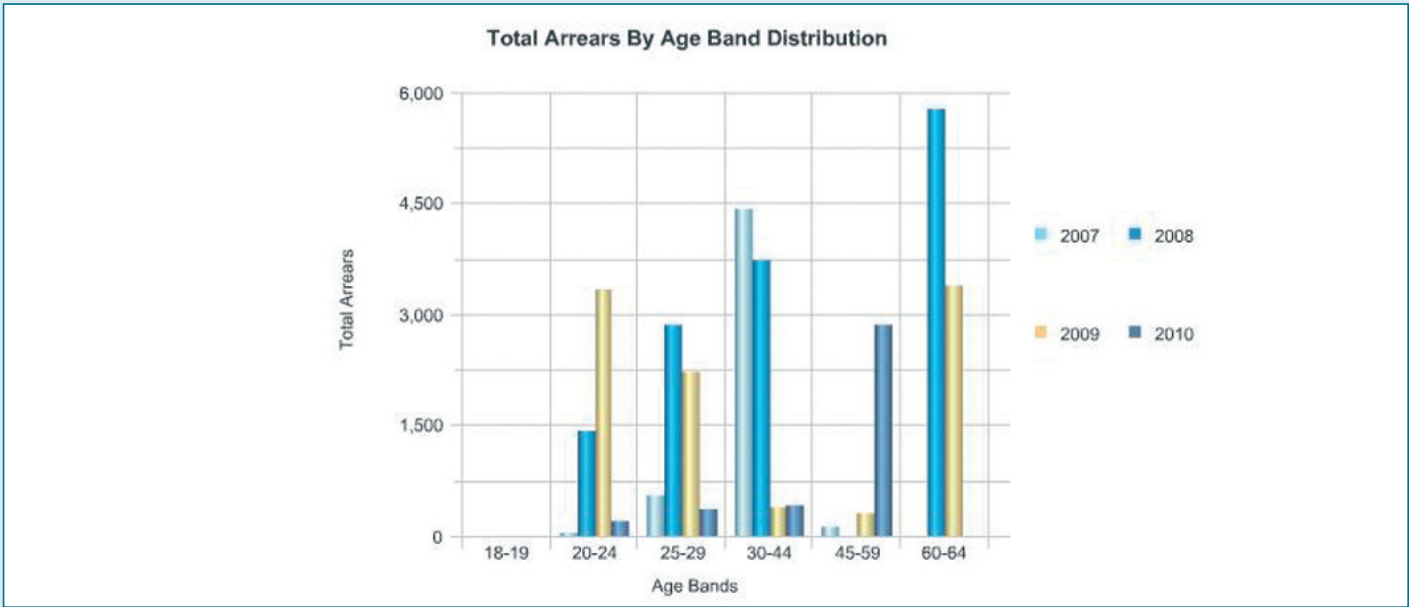
Looking at this credit union, you can see the percentage coverage of membership achieved per catchment area. For example in Balloo the credit union has 18.2% penetration, with 14% in active membership (gold) and 4.2% having dormant accounts (blue).



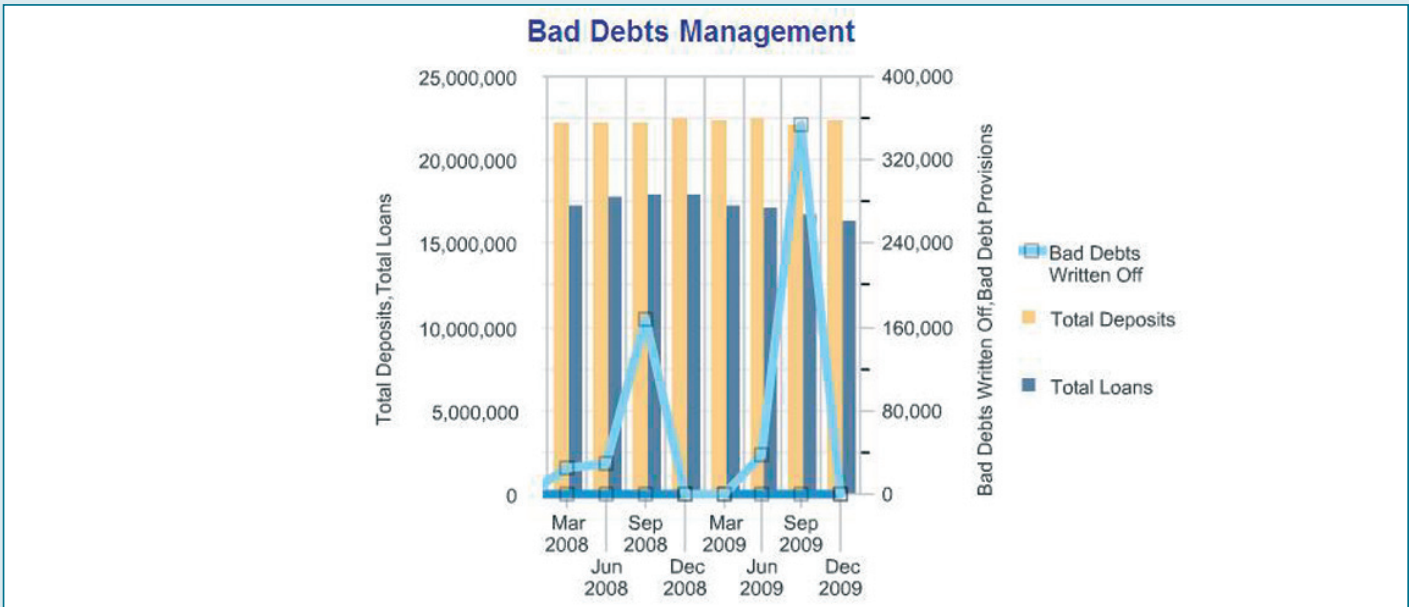
This example looks at the credit union's actual income and expenditure and uses these figures as a basis to forecast their fiscal position at year end.



### Sample Charts



This graph shows the credit union’s total arrears by age band for the last four years. Note for the age bracket 60-64, the arrears value (5,700) is significant for 2008.



This report represents credit control activities within the credit union. In this example, the light blue line shows the activity of bad debts written off against the values of total deposits and total income (in columns) for a particular period. For example, in September 2009, €353,000 was written off when the total loan value was €16,730,000 and total of deposits was valued at €22,170,000.



## Frequently asked Questions

### How can credit unions present this information?

These reports can be published in PDF form or downloaded to an appropriate Microsoft package for display. The actual system could be projected on screen at board level meetings for discussions or images can be taken for reports.

### Who would be the typical users of Business Intelligence (BI)?

Within the credit union, users may range from the Credit Committee, the Credit Control Committee, Managers or Board of Directors.

### What are the costs of connecting to ILCUBis?

The cost for DEVELOPMENT and HOSTING of the BI system is paid from ICT subscriptions. The Oracle license fees payable by the credit union for USING the BI system are:

- First named user in CU (ICT contributes to cost of 1st user):
  - First Year: €801 / £716\*
  - Subsequent Years: €254 / £227\*
- Subsequent named users in CU as determined by CU Management:
  - First Year: €1,406 / £1,258\*
  - Subsequent Years: €254 / £227\*

\* Equivalent Sterling rates will be calculated at time of connecting to BI. All figures are inclusive of VAT.



*Pictured at the announcement of the roll out of Business Intelligence to credit unions were: David Quirke, CEO, DNM Technology, Mark Bailey, President, Irish League of Credit Unions, and Paul Warren, Account Manager, Oracle Ireland.*

### How do I access ILCUBis?

ILCUBis is the first service to be delivered via the secure credit union computer network – ILCUnet. Credit unions must first sign up to the network before connecting to the Business Intelligence system.

### Can any information relating to any particular member be identified from the BI system?

For Phase 1 of BI, information in the BI system will not relate to individual members but to groups of members. The scope for Phase 2 of the project has not been decided.

**Contact us – If you have any questions on business intelligence or if you would like further information on signing up to ILCUBis, please contact:**

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