

Universal Healthcare runs a Successful Business Intelligence Graduate Program

The Challenge

New research shows only 24% of business decision makers, from Junior Managers to the C-suite, feel fully confident in their ability to read, work with, analyse and argue with that data - the fundamental skills that define a person's data literacy.

The demand for business-driven analytics is growing exponentially and organisations need a mechanism to develop people to grow and run the solutions in an affordable and sustainable way.

Hiring intermediate or senior data analytics skills is time consuming and costly.

Data analytics training is readily available however the skill can only be mastered under the mentorship of someone more experienced.

There is also a problem in South Africa that there are many young talented graduates without employment or opportunities to gain experience. Those who are lucky to get an internship land up doing superficial work (including job shadowing) and most time don't integrate into the business. At the end of each internship, all they can find is another internship – sometimes 4 or 5 times.

How the Program works

The graduates are provided with demanding training from some of the best trainers and experienced consultants in the industry. The program is structured on rapid learning techniques. The curriculum is designed to focus on the 83 skills that a Data Literate employee needs to have.

Graduates are given assignments and homework that simulates a real-world scenario. Every exercise is timed, and the graduates must achieve the benchmark time limits for each exercise. We also motivate them to improve their speed with each iteration.

Universal Healthcare has established itself as a leader in providing evidence based, integrated healthcare services in the areas of medical scheme administration, care management, corporate and occupational health and wellness, and an integrated wellness-based loyalty programme.

Operating since: 2009

Website: www.universal.co.za

Employees: 500 to 1000



Unlike other graduate programs, where graduates are asked to shadow the staff or perform menial tasks, we immediately get them working on projects that add value to the business. We matched the project work to their capabilities so that they aren't lost and don't get frustrated.

Secret Sauce

Each graduate is mentored on the job by a coach who ensured that the graduates are applying the skills which they have been trained to perform. When they get stuck, they simply reach out to the coach who comes to their assistance and there is no need for the client's resources to coach the graduate through the learning experience.

Each graduate is required to come back to our offices for formal training monthly. The training covers Data Literacy, Business Analysis, Business Intelligence and Soft Skills training.

The Result

According to the Niel Liebenberg, the GM of Business Analytics:

"The selected graduate hit the ground running and proved to be a valued member of the team. What I liked most about the programme is the flexibility allowing clients to select the most appropriate graduate, whilst providing continuous support in the development of the selected graduate.

In addition to this, organisations have the opportunity to permanently employ these graduates after a period of time. This enables organisations to retain the time and resources invested in the graduate itself.

This programme is highly recommended to organisations seeking analytical resources as all graduates undergo rigorous training, whilst receiving the required continuous cerebral support from KPI Management Solutions."



About KPI Management Solutions

KPI Management Solutions helps organisations manage and improve business performance. KPI develops innovative software solutions to identify, quantify and unlock business inefficiencies. KPI's solutions include reporting; data analytics; planning & forecasting; data modelling; and KPI training. KPI provides balance, simplicity and depth. The solutions are easy, insightful, collaborative and move the financial needle.

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