

Compass One invests in data-driven insights to enhance service and performance

2 years ago



Compass One, which brings together the specialist expertise of Compass Group UK & Ireland's ESS, Healthcare and One Retail sectors, has announced a significant investment in its data analytics capability, through the expansion of its E15 data intelligence team and E15 data platforms. This will benefit the Compass One team, clients and customers by enabling further focus on a data-led strategy and innovation.

E15 will build on the significant work previously done within Compass One to leverage the power of data in decision making. This will allow better insights into sustainability, costs and customer trends. The key focus is understanding client and customer requirements to improve their experience, and communication to create tailored solutions.

Data specialist Ben Dawson has been appointed Head of E15 Business Intelligence for Compass One, to lead the programme. Following several data-led analytical and commercial roles, Ben joined Compass Group UK & Ireland in November 2017. He has spent the last six years building new data capabilities, as well as supporting transformational projects, and completed his MBA in 2021.

Ben will lead a team of 10 data and business intelligence professionals, with remits including data engineering, data analytics and data science. They will work together with the clear purpose of bringing the E15 community and insights closer to clients and their operations.

Several Compass One clients, across its sectors, are already using the new E15 performance dashboard, which enables them to monitor key performance metrics in real time.

Ben Dawson, Head of E15 Business Intelligence – Compass One, commented:

"It's been fantastic to join the Compass One team at such an exciting time, particularly given the level of investment happening in innovation. Our sectors have done some great work to capture and analyse meaningful data about our services. I am looking forward to further building this team to extend the scope of the information being collected and using it to work collaboratively with our clients to enhance all elements of our service delivery."

Barbara Baccellieri, Finance and E15 Director – Compass One, commented:

"Our measures of success are evolving. While it's important for us to continue using financial and service quality data to assess performance, we're enhancing our reporting to include additional metrics like environmental, social and governance (ESG) activity. The E15 team is central to this transition and will mean we can provide our clients with broader data and insights than ever before."

Mark Webster, CEO – Compass One, added:

"We've seen real benefits from utilising data-led insights to shape our strategy in recent years. Investment in our Compass One E15 team is giving us and our clients exponentially more insights from the business and the wider industry."