



Capodarco  
Rome, Italy  
www.capodarco.coop

**Industry:**  
Professional Services

**Employees:**  
1,450

### Oracle Products & Services:

Oracle Business Intelligence Suite  
Enterprise Edition

**“The outstanding speed and practicality of Oracle Business Intelligence has brought us considerable benefits in terms of support for company management policies and cooperation among different operating areas.”** – Pio Massimo Faraoni, BI Coordinator, Capodarco

## Capodarco Cooperative Improves Service with Leading-Edge Business Intelligence Solution

Capodarco is a social cooperative that hires persons with disabilities. Established in 1975, Capodarco has delivered advanced IT and communication services to the Italian market for more than 30 years. The cooperative specializes in providing services to public sector institutions, specifically local public health units and hospitals. Capodarco also provides support for hospital services, reservations, and user-fee payment.

### Challenges

- Develop an IT architecture based on a single integrated platform
- Implement an easy-to-use business intelligence system, capable of handling a vast amount of complex data from the administrative, operations, and healthcare sectors in real time
- Gain the ability to monitor the quality and assess the operational efficiency of Capodarco’s call center services
- Create effective reports and integrated dashboards to provide management with decision-making support

### Solution

- Implemented Oracle Business Intelligence Suite Enterprise Edition to provide a comprehensive and unified vision of operating and administrative data, as well as information from telephone switchboard systems
- Streamlined call monitoring, enabling Capodarco to screen approximately 50,000 calls per day with a 1,500 person staff
- Created a single data repository to connect and monitor data on 5 million people served by Capodarco’s call center infrastructure, which collects information from 600 telephone lines receiving more than 3 million requests a year
- Deployed Oracle Business Intelligence Suite Enterprise Edition to create an efficient, detailed reporting system—eliminating all manual tasks between report generation and publication sharing
- Allowed the cooperative to analyze approximately 35 million records and take prompt action to improve service and operational efficiency