



**CROWN**  
Workforce Management



# Technical Guide to Crown's Open Data Platform

Unlock insights from operational data to  
drive workforce decision-making.

# Introduction

Imagine you're a data analyst at an organisation that's been struggling to balance workforce management with budget targets. Both the HR Director and Finance Director have pressing questions about operational data: the HR Director needs insights on workforce distribution and performance to optimise staffing, while the Finance Director wants to pinpoint areas of overspending.

As reports start coming in, the HR Director expresses concerns about employee turnover in critical roles, while the Finance Director sees rising overtime and training expenses. With the help of Crown's Open Data Platform, you're able to drill down into these operational insights, which were previously buried in complex datasets.

Using ODP's star schema, you structure and visualise key data points, such as staffing levels, overtime hours and departmental spend. The data dictionary enables you to quickly pull up descriptions and relationships across tables, so you can easily analyse trends in workforce allocation. Within minutes, you generate a dashboard showing overtime hotspots by department and identify the specific roles driving these costs. For the HR Director, you pull a report on turnover rates across job functions, revealing patterns of over-scheduling in critical areas.

This data unlocks insights that go directly to decision-makers: the HR Director can now adjust shift allocations to reduce turnover risk, while the Finance Director receives a detailed breakdown pinpointing exactly where budgets are being stretched by overtime costs. By transforming complex operational data into clear, actionable insights, ODP takes workforce management from routine data management to front-line strategy – empowering your organisation to make cost-effective and well-informed workforce decisions.

# Unlock your operational data

This document is tailored for technical users – such as data analysts and data scientists – who will work hands-on with the Crown Open Data Platform (ODP) for Workforce Management (WFM) and Duty Management (DMS) systems, creating reports, managing data visualisations and maintaining analytics to drive strategic insights within their organisations.

Crown's ODP unlocks a goldmine of data that has often been out of reach, bringing WFM and DMS data out of the operational database and directly into the strategic heart of your business. As a fully managed, cloud-based service, ODP enables seamless workforce data analysis, enhanced data sharing and integration with a range of external applications.

For ease-of-use Crown has partnered the ODP with Power BI. Crown supplies a set of Power BI template reports for WFM and DMS, but ODP can be used with other analytical tools e.g. Tableau and SQL reporting utilities.

With ODP, your organisation can leverage operational data not only for traditional reporting but also for predictive and trend-based analysis, turning workforce data into actionable intelligence that supports workforce planning, operational efficiency and overall business strategy.

**We will address the most common technical questions about ODP, designed to help you maximise the value and impact of this powerful platform.**

## In this document we will cover:

- Getting started with ODP
- Data integration & compatibility
- Analytics capabilities
- Customisation & flexibility
- Support, security and accessibility

# Getting Started with ODP

**Ready  
to use from  
day one**

## Can I use the templated Power BI reports immediately?

The ODP Power BI templates are ready to use from day one. You can also use these templates as a base to build your own reports and visualisations.

**No prior  
knowledge  
needed**

## Do I need knowledge of Crown WFM or DMS apps to use ODP?

No, you won't need prior detailed knowledge of Crown WFM or DMS to work effectively with ODP. It has been developed to provide structured, accessible data models, enabling you to focus on analysis without needing to understand the intricacies of the underlying platform.

**Generate  
paginated  
reports**

## Can ODP be used to generate Power BI Paginated Reports?

Yes, Crown also plan to deliver paginated report templates in future releases. Paginated reports are used to list large datasets that need to be viewed in full, typically formatted across multiple pages. This is supported by ODP and is ideal for detailed analysis.

**Fully cloud  
managed**

## Is ODP cloud-only?

Yes, ODP is offered as a fully managed cloud service, enabling easy access, secure data management and reducing need for in-house IT infrastructure.

# Data Integration & Compatibility



## How is the ODP different from the integrated Reporting & Analytics capabilities that already exist in the WFM and DMS applications?

The integral analytics in the WFM and DMS applications provide a set of reports and graphic visualisations that are predetermined by the application version. Further, it does not make data available for fully flexible reporting, analytics or integration.

On the other hand, ODP opens access to workforce information and data for use by the customer to implement flexible analytics, reporting and integration.



## Can I leverage my existing Power BI infrastructure and licensing with ODP?

Yes, ODP can be used with your existing Power BI and related licences.

Crown does not provide client-side licencing of Power BI but can advise on requirements for licencing purposes.



## Can I integrate ODP with other visualisation and data tools, such as Tableau?

While ODP is designed for use with MS Power BI, it is possible to use other visualisation tools. However, direct support for Tableau integration is not provided, so the connection and configurations will need to be managed independently.



## Can I integrate external data platforms with ODP?

ODP can be integrated with external data platforms such as Microsoft Fabric, data lakes, data warehouses and other third-party applications, providing a versatile platform for data consolidation and a unified analytics view.

# Analytics Capability



## Does ODP include a data dictionary and structured schema for easier navigation?

The ODP is centred on the WFM/DMS Data Dictionary, accessible via the ODP Self-Service Database Navigator. It organises information into workforce and duty management topics, helping analysts intuitively understand and interpret content. Optimised for analytics, ODP uses a star schema structure and columnar storage, with detailed descriptions in the dictionary ensuring data is easy to locate, understand, and use in reporting and analysis.



## Does ODP support SQL for reporting?

ODP offers self-service database access using industry standard SQL syntax. This can support SQL capable reporting tools, allowing data analysts and integration developers to access and interact with data for advanced querying.



## What types of data transformations are supported by ODP?

ODP includes the required transformations from the operational database to the self-service database, including transformation to star schema, crystallisation of data in stored procedures and data aggregation.

Analysts, Developers and Authors are free to perform additional transformations within the context of specific requirements.



## Do ODP Power BI reports support a mobile device interface?

Yes. Selected Power BI template reports and visualisations can be rendered on mobile devices (on request), giving you easy access to analytics on the go.



## Can I perform advanced statistical analysis, machine learning and trend analysis on ODP data?

Yes. ODP's compatibility with Power BI and other tools enables you to export data for advanced analytics, including trend analysis and predictive modelling, to support data-driven decision-making. You can integrate ODP data with your preferred analytical tools to identify trends, forecast outcomes and generate actionable insights.

# Customisation & Flexibility

## Customisable and flexible

### How customisable is the data extraction process in ODP?

ODP includes flexible, automated ETL (Extract, Transform, Load) capabilities, allowing implementation of extraction schedules and transformations based on your requirements.

## Aligned and maintained

### Are ODP features aligned with core product?

ODP capabilities and features are aligned and maintained with the core product releases. The ODP is only loosely coupled but is tightly integrated with the core application.

## Fully scalable

### How scalable is ODP?

ODP is designed to scale in line with your organisation's needs, adapting to both increased data volumes and more complex analytical demands as your requirements evolve.

## Utility model pricing

### What is the pricing structure for ODP?

ODP pricing follows a utility model with a base charge for infrastructure and variable charge for usage. Pricing is primarily a monthly subscription, with additional charges for extraordinary utilisation. Service fees apply for setup and configuration changes, such as adding datasets or report packages.



# Support, Security & Accessibility



## What kind of support is available for ODP users?

Crown provides UK-based expert support, a service desk and professional services. The service desk support covers operational incident and problem management.

Professional services cover configuration and change management relating to ODP, as well as upgrades. This includes the creation or enhancement of data content and templates.



## What kind of security controls are in place?

ODP includes advanced security controls to safeguard analytics data, ensuring a secure environment for data privacy and compliance with organisational policies. Crown is Cyber Essentials Certified and achieved the global standard for information security, ISO 27001.



## What is a "Managed Service" in the context of ODP?

As a fully managed cloud service, ODP provides a fully managed infrastructure capacity, installation, ongoing operations maintenance and support. Freeing you from the need to manage IT infrastructure and allowing your team to focus on deriving insights from the data.

## Benefit your entire business

The Open Data Platform by Crown is a versatile, cloud-based solution built for data professionals aiming to deliver impactful workforce insights to their leadership teams through analytics. From its robust templated reports and integration capabilities to scalability and security, ODP provides everything you need to centralise workforce data and make informed, data-driven decisions.

For those working within data science and analytics, ODP combines the technical flexibility and support needed to handle complex data management, freeing your team to focus on delivering business value through analytics.

Without a unified system like Crown's Open Data Platform, crucial insights remain out of reach, limiting an organisation's ability to make informed, company-wide decisions. By utilising a centralised data platform, organisations can break down data silos, reduce blind spots and tap into a much broader view of their operations. This connectivity drives real-time insights that support operational efficiency, enhance customer experiences and boost profitability, contributing directly to EBITDA.





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In an increasingly competitive landscape, the cost of inaction is high. Crown's ODP empowers organisations to harness their operational data, transforming raw information into actionable intelligence that shapes workforce planning, operational efficiency and overall business strategy.

**Contact your Account Manager to learn more about how our ODP service can help take your operations to the next level**

**For the latest insights and trends in workforce management, follow us on:**

