



# NON-PROFIT ORGANIZATION: ENTERPRISE DATA WAREHOUSE

## ORGANIZATION

Our client is a non-profit organization in Texas engaged in community-based development services in the areas of economic development, immigration/citizenship services, family health, education, leadership & civic engagement, youth programs, senior programs, and many more.

## CHALLENGE

The variety of services were supported by different operational systems (and some are paper-based business processes) and are not integrated enough to recognize existing customers. Customer and other master data ended up in multiple databases creating a duplicate copy of the same record, often with different information (different addresses for same customer, or inaccurate non-standard data). The client could not get information on the history of services provided for a customer nor could they recommend appropriate services to the customer due to the lack of a single, unified view.

Key gaps found from discovery phase (as-is system and process analysis):

- No formal data governance structure exists to ensure best practices are adhered to at the project level where data is being affected.
- Lack of enterprise-wide data architect exists to maintain data structures.
- No clear ownership of data and lack of defined roles and responsibilities.
- No book of record exists for client, entities and services; data is enriched and stored at the functional application layer.
- Some of the data (surveys, course evaluations, etc.) is often obtained on paper or in MS Excel spreadsheets.

The client's objectives in partnering with XTIVIA include:

- Develop a single view of a client across all entities and services.
- Implement address validation and cleansing.
- Implement data de-duplication process.
- Improve data quality.
- Standardize and maintain a conformed view across the enterprise of all reference data.
- Integrated reporting environment.
- Formulate a governance to manage data and process.
- Implement data stewardship and governance organization (e.g., organization, roles, and responsibilities).

## SOLUTION

XTIVIA engaged the client to analyze their current system and its future state to identify gaps and provide a solution recommendation that includes data stewardship and governance, EDW strategy and architecture, technology landscape and an EDW implementation roadmap.

### DATA STEWARDSHIP AND GOVERNANCE:

- Mentored the client on data stewardship and governance.
- Architected the governance process.
- Recommended organizational roles (data owner, data steward, data quality analyst, etc.).
- Recommended key data quality metrics to track.

### TECHNOLOGY LANDSCAPING:

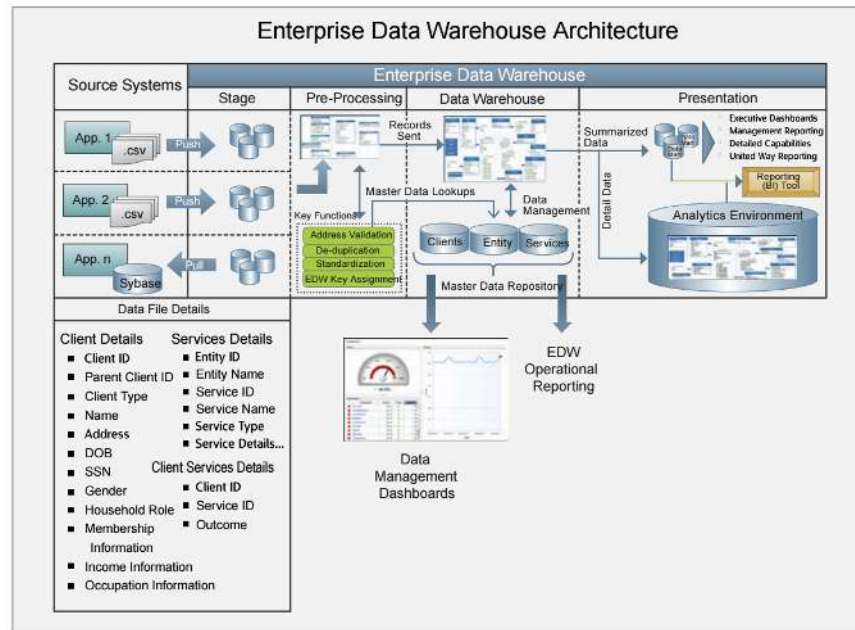
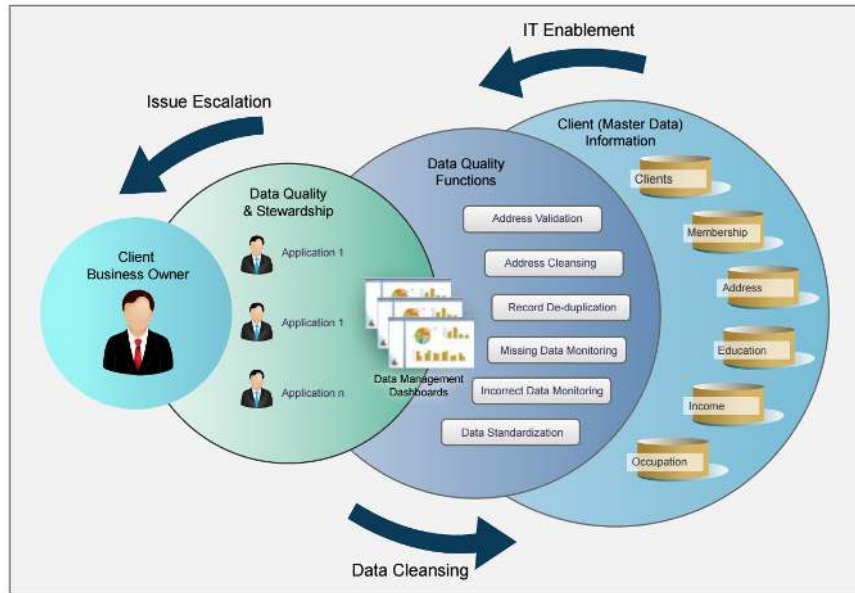
- Unbiased analysis of available technologies (Database Platform, ETL Tool, BI Reporting Tool, MDM Tool, Data Quality Tool).
- Comparative analysis of technologies in terms of TCO, ease-of-use, and ease-of-integration.
- Source of analysis included past experience, analyst reports, third-party benchmarking, and vendor websites (no budget for formal RFI and RFQ process from client).
- Final recommendation of technology.

### EDW PROGRAM ROADMAP INCLUDES:

- Multiple phases of the roadmap.
- Timelines for each phase.
- Stakeholders, processes, and systems that are benefiting from each phase
- Deliverables of each phase



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## RESULTS

The detailed analysis, architecture, and roadmap provided the client with a better understanding of tactical, strategic EIM goals and solution tradeoffs. The deliverables from the engagement provided the basis for cost-benefit analysis, budgeting, staffing, and risk management in implementing an EDW program.

## XTIVIA OVERVIEW

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our clients' specific requirements, regardless of project complexity. We bring next-level business operations to reality through Application Development, Business Intelligence, Data Warehousing, Database Support & Management, Enterprise Information Management, Digital Experience Solutions and Enterprise Resource Planning. Our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to leverage their chosen technology successfully, competitively and profitably. XTIVIA has offices in Colorado, New York, New Jersey, Missouri, Texas, Virginia, and India. [www.xtivia.com](http://www.xtivia.com)