

Non-Profit Organization: Enterprise Data Warehouse

ORGANIZATION

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

CHALLENGE

The variety of services was supported by different operational systems, with some relying on paper-based business processes. These systems were not integrated enough to recognize existing customers. Customer and other master data resided in multiple databases, resulting in duplicate records with inconsistent information (e.g., different addresses for the same customer or inaccurate, non-standard data). The client lacked the ability to view the history of services provided to a customer or to recommend appropriate services due to the absence of a unified, single view.

Key gaps identified during the discovery phase (as-is system and process analysis):

- No formal data governance structure to ensure adherence to best practices at the project level where data is impacted.
- Lack of an enterprise-wide data architect to maintain consistent data structures.
- Undefined ownership of data and absence of clearly defined roles and responsibilities.
- No authoritative "book of record" for clients, entities, and services; data is often enriched and stored at the functional application layer.
- Some data (e.g., surveys, course evaluations) is collected on paper or in MS Excel spreadsheets.

The client's objectives in partnering with XTIVIA include:

- Developing a single, unified view of a client across all entities and services.
- Implementing address validation and cleansing.
- Establishing a data de-duplication process.
- Improving data quality.
- Standardizing and maintaining a conformed view of all reference data across the enterprise.
- Creating an integrated reporting environment.
- Establishing governance to manage data and related processes.
- Implementing data stewardship and governance structures, including defining roles and responsibilities.

TECHNICAL SOLUTION

XTIVIA engaged the client to analyze their current system and envision its future state, identifying gaps and providing a comprehensive solution recommendation. The proposal included data stewardship and governance, an Enterprise Data Warehouse (EDW) strategy and architecture, a technology landscape assessment, and an EDW implementation roadmap.

Data Stewardship and Governance

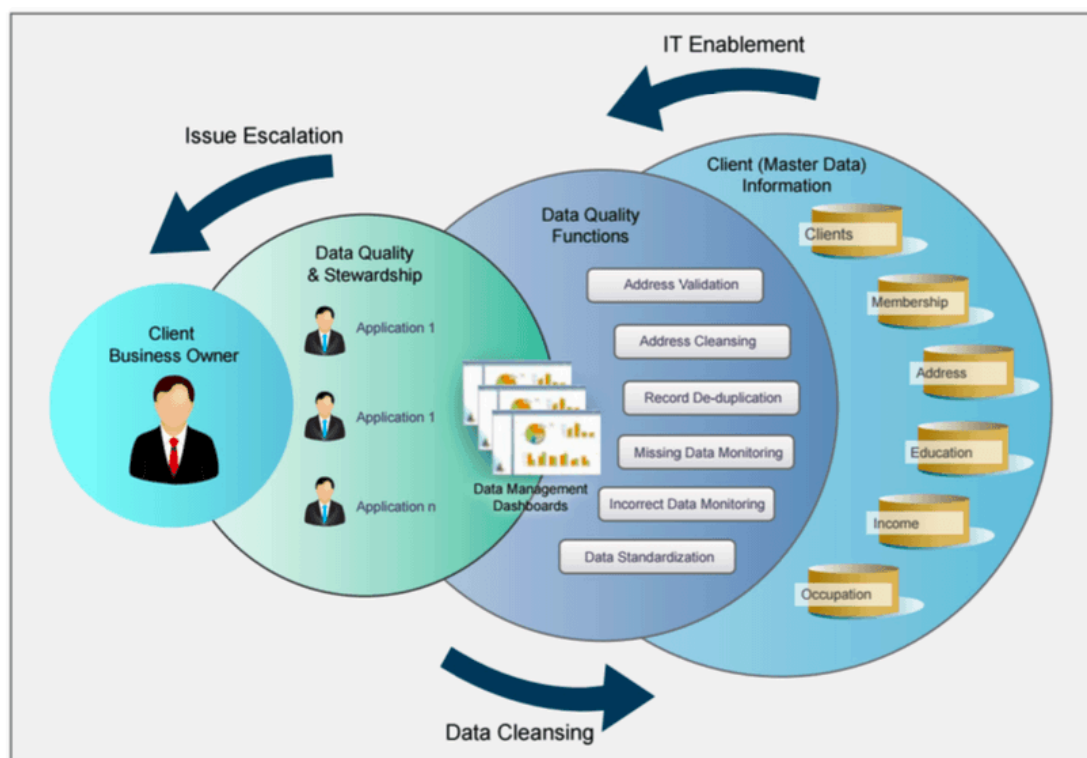
- Mentored the client on establishing data stewardship and governance practices.
- Designed the governance process framework.
- Recommended organizational roles such as data owner, data steward, and data quality analyst.
- Proposed key data quality metrics for monitoring and improvement.

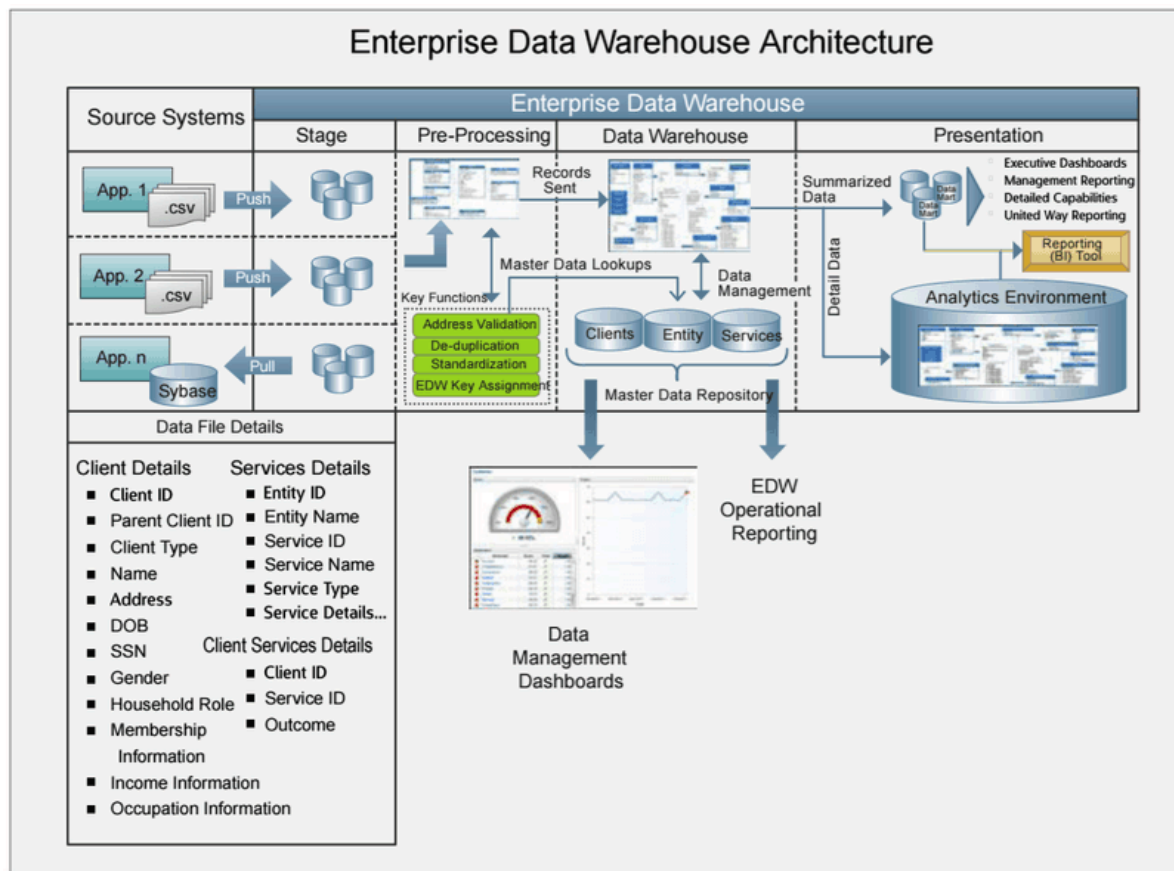
Technology Landscaping

- 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.
- The analysis leveraged past experience, analyst reports, third-party benchmarking, and vendor websites, as the client did not have the budget for a formal RFI or RFQ process.
- Provided a final recommendation of the most suitable 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





BUSINESS RESULT

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

KEYWORDS

Community-Based Development Services, Economic Development, Immigration Services, Family Health, Education, Youth Programs, Senior Programs, Operational Systems, Paper-Based Processes, Customer Master Data, Data Governance, Data Architect, Address Validation, Data De-Duplication, Data Quality, Conformed View, Integrated Reporting, Data Stewardship, Enterprise Data Warehouse (EDW), Governance Framework, Data Quality Metrics, Database Platform, ETL Tool, BI Reporting Tool, MDM Tool, EDW Roadmap, Data Engineering

SOFTWARE

ETL Tool, BI Reporting Tool, MDM Tool, Data Quality Tool

ABOUT XTIVIA

At XTIVIA, we've been providing IT solutions and consulting services for over 30 years with a wide range of services, including technology assessments, IT service and asset management, software development, data analytics, cloud migration, DevSecOps, ERP, and enterprise content management. Dedicated to each discipline, ensuring that our clients receive the best possible service. Through strategic acquisitions, we've acquired talented people who are experts in their industries, passionate about what they do, and committed to providing exceptional service to our clients. Whether you need to improve your IT infrastructure or implement new software solutions, XTIVIA is here to help you achieve your business goals. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com