exposé
A Synechron Company

The transition to a cloud-based, scalable ecosystem with enhanced data governance, driving efficiency and data-driven decision-making.

Government - Digital Transformation, Modernising Data and Operations

Government - Digital Transformation: Modernising Data and Operations

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PROBLEM

The client recognised an opportunity to enhance its data infrastructure and customer relationship management systems, which were built on Dynamics CRM integrated with an on-premise SQL Server.

Like many organisations, this client was challenged with the legacy systems slow processing times, data silos and limited scalability.

To support growing demands for advanced analytics and data-driven decision-making and data accessibility, the client decided to modernise manual processes and streamline workflows.

A key focus was adopting a scalable and resilient data architecture with a central integration hub to simplify and optimise system connectivity.

The aim was to enable the client's dedicated and capable workforce to focus on more specialised work and improve their user experience.

With these goals in mind, the organisation embarked on a strategic digital transformation journey to drive innovation, efficiency, and future-ready capabilities.

SOLUTION

The organisation transitioned from Dynamics CRM to Salesforce and migrated its data ecosystem to Microsoft Azure, leveraging Databricks for scalable processing and a robust integration framework.

Key initiatives included:

- Establishing an enterprise data platform in Azure to support seamless data integration and processing.

- Implementing a data sync framework for near real-time ingestion and synchronisation.

- Developing enterprise-wide data models for organisation-wide reporting and analytics enablement.

- Creating robust error handling and logging frameworks for improved system reliability.

- Streamlining business processes to enhance operational efficiency and user experience.

The solution adopts a modern medallion data architecture for enhanced data relevance and quality, complemented by Microsoft Purview for improved governance, security, and asset discoverability. Integration technologies like Azure Data Factory and plans for MuleSoft will further enable scalable and decoupled data integrations to support future growth.

BUSINESS BENEFITS

- Scalability and Future-Readiness: A cloud-based infrastructure supports advanced analytics, AI, and machine learning capabilities.

- Improved Data Governance: Enhanced understanding of organisational data, with error-handling and logging frameworks ensuring accuracy, reliability, and trust.

- User Satisfaction: Optimised processes and interfaces improve user experience, aligning with strategic goals.

- Enhanced Decision-Making: Near real-time dashboards provide actionable insights into progress and resource allocation.

- Operational Efficiency: Automation reduces manual effort, saves time, and minimises errors.

- Outcome: The transition to a modern, decentralised data ecosystem has significantly enhanced the organisation's data management and operational capabilities. With a scalable, future-ready infrastructure, the organisation can now make informed, data-driven decisions, fostering a culture that values data as a strategic asset. As one senior stakeholder stated, "This project is a success with this wonderful team. This is the first significant milestone, with many more to come."