Local Government Authority

Case Study

Creating a centralised data platform and reporting solution to enable informed business decisions from one council to all

exposé
Data Exposed

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PROBLEM

This Local Government Authority (LGA) are responsible for managing the over 60 councils across the state. Tracking interactions across all of the councils can be difficult, and the majority of the information recorded by the LGA was stored in a number of excel spreadsheets and a newly created Dynamics CRM instance.

When a user was to create monthly reports, they would have to manually download the exerts from the access database server through a web portal, pull certain bits of information out of the reports, and try to look at trends and areas they could improve upon for each of the councils.

This was quite time consuming and difficult to manage for each of the councils as there was not a central data platform.

SOLUTION

In order to determine the best way to display this information in a single location, the LGA determined that they would like to create a proof of value built on top of their current data.

Within Azure, a data lake was established which would be a host for all of the users data. The users would take the data they had and place it in master files stored in the data lake.

From there, Azure Data Factory (ADF) would transform the data stored in the spreadsheets into a structural format and place it into an SQL Server. This allowed for merges, and incremental loads.

Finally, a Power BI solution was built on top of the SQL server with an additional connector, connected to Microsoft Dynamics. The report connected the data sources and allowed users to filter across both datasets based on a single council.

BUSINESS BENEFITS

By creating a Data Lake this allowed all of the users from the LGA to store their data in a central location, thus resulting in a single source of truth.

By utilising Power BI, users can now easily visualize all of the different data sources (linked) in a single location and make informed business decisions.

This solution helped users:

- Create a single source of truth

- Save significant time in generating reports

- Allowed for a greater holistic view of their councils which in turn, enabled faster and more informed decisions.