Utilities – Streamlining Operations and Replacing Legacy Systems in Power BI

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By consolidating data from various source systems, we created a solution where users could access their reporting in a single tool, enhancing efficiency and simplifying workflows. The solution not only automated their existing reporting but allowed for different reporting capabilities, ultimately providing enhanced analytical capabilities and data-informed decision-making.

PROBLEM

Our utilities client was using two dashboarding tools to complete their reporting. This was due to the different tools having different functionality, and use cases were created through other software, although there was a significant amount of crossover between the two reporting tools.

These dashboards were a means for the client to monitor, analyse, and validate critical data quality for the business. They were running on outdated technology that posed risks to their reliability, scalability and compliance.

The client identified the need to redevelop these dashboards using a modern data platform so that the legacy systems could be decommissioned.

The client needed a solution that would enable easier updates, flexibility in reporting, and more transparency over the data sources and data security while incorporating new features and aligning with the client's branding.

SOLUTION

The various source systems contributing to these reporting systems were identified, and the data was automatically ingested and collated into an Azure Lakehouse. A Power BI solution was developed by understanding the users' needs, which not only consolidated these two solutions but also provided further analytical capabilities beyond what the two initial solutions could provide.

The solution enhanced the existing reporting by including functionality to select at what time frame the data should be aggregated, removing the need for manual exports and data manipulation.

Additional filtering capabilities based on the hierarchical needs of the business were also developed, allowing users to easily navigate to the reporting they needed to see.

As the source data refreshes daily, users can see the most recent data each day without having to jump between two applications.

This solution also ensured that the reporting was being accessed securely in the Power BI Service, through an application that reflected the client's branding.

BUSINESS BENEFITS

- Streamlined reporting and decommissioning of legacy systems reduces the need to maintain multiple systems.

- Transitioning to the modern Azure platform ensures scalability as the client's needs grow.

- Decrease in resources required to complete the reporting, therefore increasing productivity and focus on core business activities.

- Increased analytical capabilities through the combination and increase in functionality from the legacy reporting tools.

- An increase in the frequency of reporting with data updated daily instead of monthly.

- Reporting is securely shared and accessed with the look and feel of the solution matching the client's branding.

- Increased governance over critical business data due to being stored in a secure, central location.