

CUSTOMER SUCCESS STORY

Minimize project risk
by establishing
standards and winning
trust among
business users



Datavault
BUILDER

www.datavault-builder.com

COMPANY

Totally plc addresses the challenges of increased demand on healthcare services by delivering high-quality planned, urgent and insourcing healthcare across the UK and Ireland.

Within its Urgent Care Division, Totally plc works in partnership with the NHS to provide a full range of Urgent Care Services including NHS 111, GP out-of-hours (GPOoHs), Clinical Assessment Services (CAS) and Urgent Treatment Centres (UTCs) through its subsidiary businesses across England.

Totally business is compensated via KPIs that are reported to government bodies. These reports are publicly available. As a result, reporting capabilities are both key to its financial success and the transparency of public service quality and quantity.

SITUATION

Totally started multiple DWH modernization projects to replace the existing Data Warehouse (MS SQL). Every time they reached a certain point where the progress of the project stopped and they had two systems running in parallel.

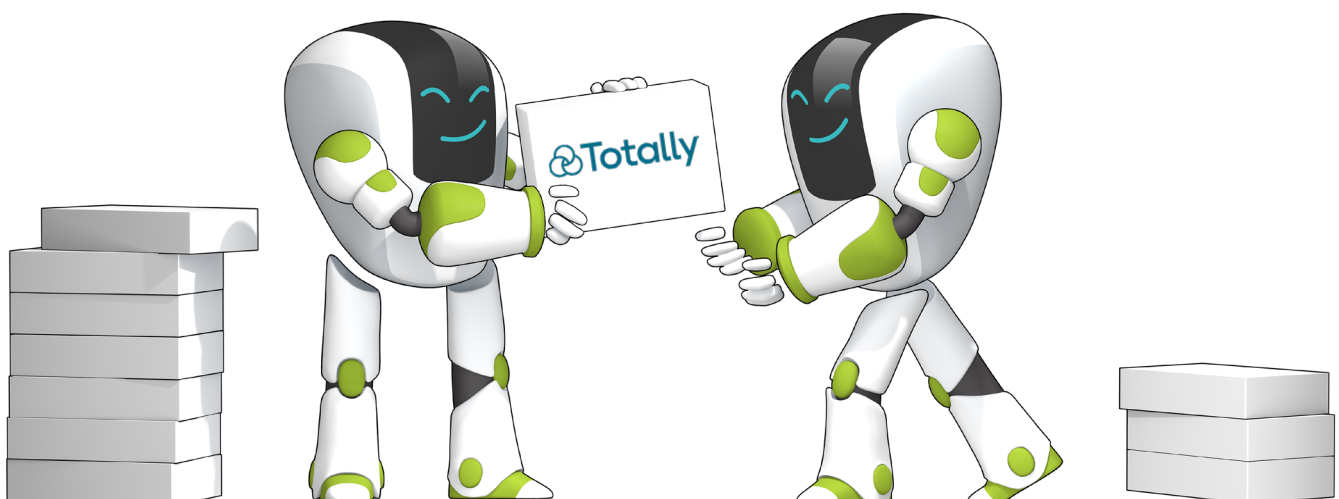
Analysts and report owners tended to shift back to the old system as they knew how to use and produce their reports. Gradually the development of the new system slowed down and the project team had to fall back. It tended to happen that the confidence in the old system was higher. The urge for a single source of truth and data accuracy was eminent.

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“It’s confidence of the (business) users [in the new data infrastructure and trustworthiness of data] where DVB stepped in. The documentation aspect of it is a massive bonus. Being able to click into a business rule and just say: this is how this specific thing works from source to target. The way business rules are kept really atomic and simple has supported us in keeping people’s confidence high while building the new DWH.”



– **Kristofer Walker**
(Group IM&T Business Intelligence Manager)



GOAL

The Business Intelligence team was mandated with the IUC ADC project. The project objective was to build a report that included 117 metrics and 17 KPIs across multiple dimensions and stakeholders. Those KPIs are the basis for compensation of said stakeholders and therefore business, critically for the stakeholders and the UK healthcare economy. This meant building hundreds of metrics from scratch. Hence, there was much room for error and mistrust in the newly generated output among business users.

With the Integrated Urgent Care Aggregate Data Collection [IUC ADC] project, the Business Intelligence team started to re-evaluate their existing technology stack and decided on Datavault Builder. Datavault Builder offered the capability of executing the migration systematically yet in an agile manner, and automating the newly defined target database Exasol.

SOLUTION

The project included a Standard Licence of Datavault Builder running on Exasol, with Tableau as a BI tool. That setup covered the initial team size and was flexible enough to allow future growth in team members and data volume.

It was key to include the business from the start of the project and gain trust among the users to accept the new Data Warehouse Solution as the single source of truth and avoid falling back on the old data warehouse infrastructure and reporting landscape.

The visual elements of Datavault Builder, in particular the visual modeling, automated documentation, or data lineage, helped to increase data model transparency with the business. That was paramount, as it helped to keep less technical users, such as business managers and report owners, on board throughout the development process and the project. The development team possessed a tool to communicate with the stakeholders in their language as opposed to code.

Being able to build trust among the business users in the new model and data helped Kristofer and Richard to overcome the problem of the old system prevailing over the new. Totally is gradually shifting reporting to the new target DWH.

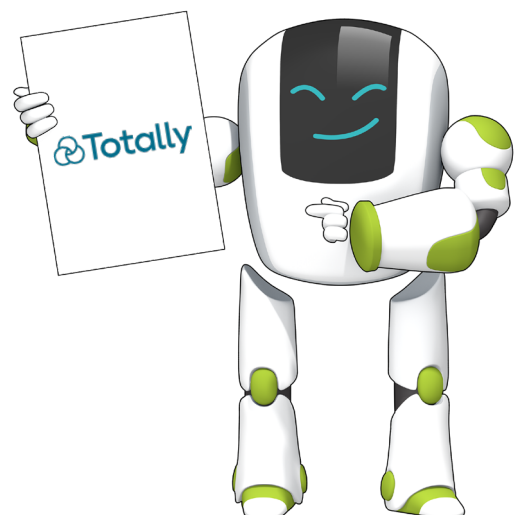
Datavault Builder enabled the team to develop in agile sprints and deliver tangible results and reports swiftly.

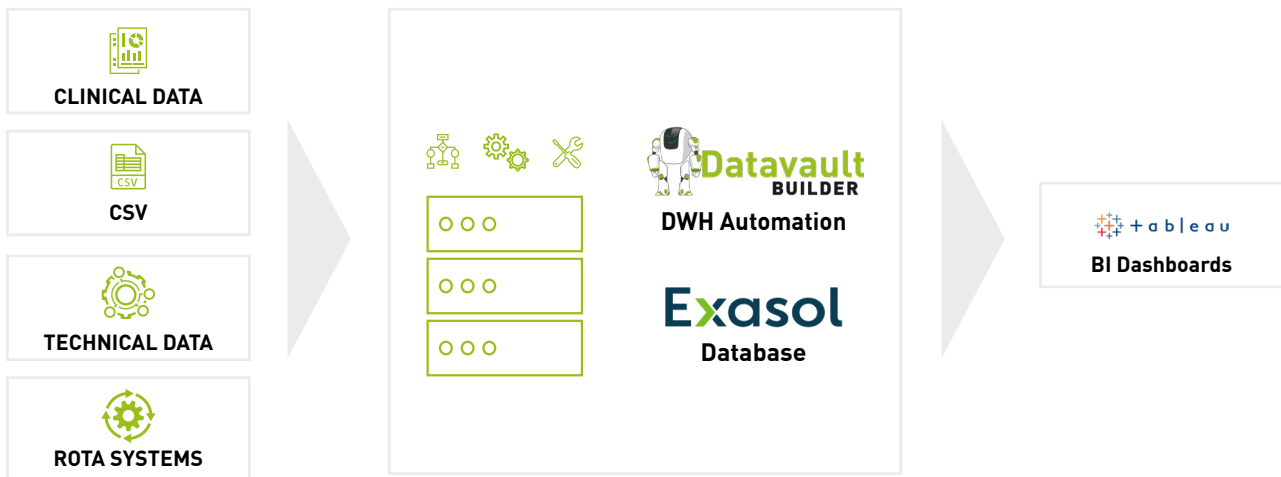
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“It was clear that the business had to get involved and building a new level of data integrity was key.”

– **Richard Foster**
(Business Intelligence Developer)





KEY TAKEAWAYS

- The project delivered the defined **117 metrics** and **17 KPIs** successfully and in time within the initially planned 2-year period.
- Metric definitions have been created as business rules that were **easy to understand** for the business community thanks to the transparency (automated documentation among others) and visualization modules of Datavault Builder.
- Metrics and reports were accepted as a new **single source of truth**.
- Totally plc is using Datavault Builder to automate their **DWH solution** and produce various reports and dashboards across the organization.
- **Agile development** approach has significantly increased time to market.
- Onboarding of new team members was more **straightforward and efficient**.
- Datavault Builder has supported the data warehousing team in **building confidence with executive management** and across the business by providing a single source of the truth for data.

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“The other benefit, of course, is the standardized process – it is like being on rails. You can’t jump ahead through the process. You kind of continue through those cycles in DVB and those cycles turned out to be really beneficial to create a structure to train up a new team.”



– **Kristofer Walker**
(Group IM&T Business Intelligence Manager)

2150 Datavault Builder AG is the company developing the Datavault Builder – 4th generation Data Warehouse automation tool. This tool covers all aspects and phases of a DWH including: Design & Development, Lifecycle Management and Operations. Using proven industry-standard processes, users are enabled to start their agile Data Warehouse immediately and deliver business value within the first sprint.

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