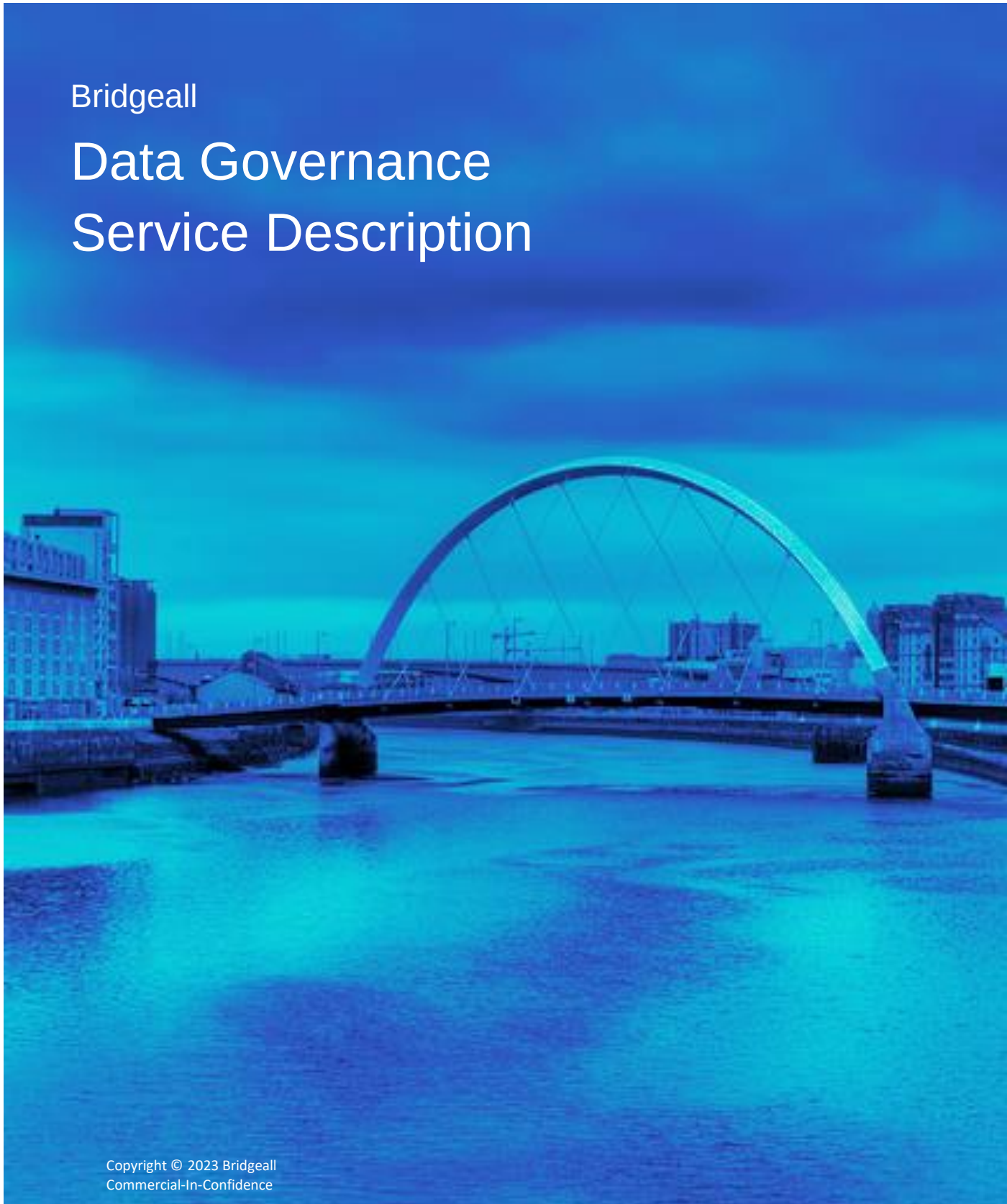




Bridgeall

Data Governance Service Description



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1. Service Description

Data governance is important part of data strategy. There are two key areas of data governance to focus on. Firstly, is your responsibility for your data, what data you hold, be it employee, customer, financial, all have requirements for you to ensure it is protected and stored correctly.

Secondly, your organisation will have data from multiple sources in many different formats, being used by different people. If there is conflicting data, what one do you trust? If you are using a report to make a decision, are you confident in the data sources and the calculations?

This is where data governance comes in. Managing your data, understanding what data is where and what the best data sources are and working to improve the quality of your data within systems and reports. Master data management is a part of data governance and can be applied to increase the quality of your data, or achieve initiatives such as Single Customer View.

1.1. Data Governance services

Governance and data management is a key element of any data strategy and we provide a range of tailor made services to help you understand and improve your data governance.

1.1.1. Data governance assessment

We provide data governance assessments that review your existing governance processes and practices, consider your master data and data sources and provide a recommendation report for improving your data governance.

1.1.2. Power BI QuickStart

We offer a packaged consultancy, governance and strategy called Power BI Quickstart. During Quickstart we will help you get up and running with Power BI or review your existing set up to ensure you are doing things right. We provide a governance strategy, best practise advice and a roll out plan in your organisation.

1.2. Why you need a data governance strategy

A data governance strategy gives structure to your processes and a base to manage it all. Without a framework, organisations may develop policies around issues reactively and randomly, rather than in a systematic fashion. We can break it down into the following areas:

Data protection: Having data governance in place helps prevent data breaches before they happen. Sharing of confidential files and deleting files by accident are just some risks that can be prevented if your data governance strategy is in good shape.

Streamlines your processes: If you're integrating data from a separate system this is when some data issues can arise. In too many cases IT professionals take charge of the data which doesn't always match up across the business. This leads to inefficient management and can leave you vulnerable to security threats. By streamlining your governance processes, you create one picture that provides clear information for everyone to follow.

Improves business decision making: Bad data in means bad data out which produces unreliable results. Only a strong foundation of data insights will get risk-averse stakeholders to take a chance on an opportunity. Decision making improves when people trust the data and the insights that come from it.

Supports business objectives: Is your data doing what it's expected to do? With data governance in place, your data becomes more transparent and can improve operational efficiency. This leaves you with more time to focus on other business tasks.

Supports data security: A well-defined data governance program helps deal with the challenges related to the safety, privacy and compliance of data in today's complex business environment. For example, to pass compliance audits, companies must ensure sensitive data is defined and protected across all locations.

2. Examples of data platform projects

2.1. Sandstone Property – A unified data platform

Sandstone property is an Edinburgh based property management company. They have a number of VIP customers they were providing manual reporting on their housing, occupancy and P&L. This process took a lot of manual effort and involved combining data from different systems using Excel on a monthly basis.

Bridgeall were brought in to provide an automated process to replace the Excel process and provide a reliable data platform with clean enhanced data that supports future reporting requirements.

“We had a labour intensive process for reporting to our clients and internally.

We used bridgeall to create a database from multiple sources which would then generate reports.

Bridgeall understood the brief and completed the database . along with some bespoke reports, to time & budget”

Bill Adams, Group Finance Director, Sandstone Property

2.2. REMT – Building a Cloud Data Warehouse and Master Data Management Strategy

The Royal Edinburgh Military Tattoo (REMT) is dedicated to putting on spectacular performances each and every year with an annual audience of around 220,000 against the stunning backdrop of Edinburgh Castle. The Tattoo is an iconic Edinburgh institution and a sell out year after year after year.

REMT like many businesses had data stored in different systems and had a requirement to bring these together. Bridgeall were engaged to create a data management strategy. This strategy was broken down into a few key parts with the end result was the delivery of a digital solution that delivered against each of the requirements.

Phase 1

The vision was to create a data management strategy that delivered a single source of truth for customer data stored within a cloud data warehouse. This cloud data warehouse would take data from different sources and consolidate them into a single location. This enables a wide range of activity including reporting and integration of various systems.

Phase 2

During the first phase the only way REMT were accessing the customer data was via Power Bi and Power Query. The second part of this project was to provide users with access to their data stored within the data warehouse via the web portal.

We created an identity provider model that linked website users to their data profiles within the warehouse. We integrated a single sign on process into the new website using Azure B2C services.

They had specific requirements on the look-and-feel of the sign-up / sign-on pages, which required us to build on the standard journey presented by Azure B2C to perform checking operations on an Azure SQL database (using Azure Functions).

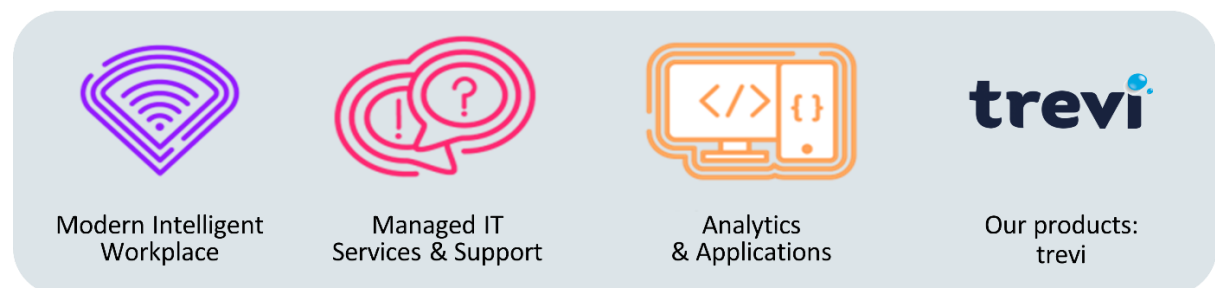
As part of the same project we also designed a secure web API to allow the website designers to interact with the Data Warehouse.

The end result is that REMT had a fully functioning data warehouse that took data from a range of different sources. This was completely secure and scalable within Azure. The data was then made accessible to users using a secure single sign on approach to simplify the customer journey and improve the customer experience. REMT are able to run reports and build solutions all running from their cloud data warehouse.

3. About Bridgeall

Since 2002, Bridgeall has successfully delivered hundreds of projects to private and public sector organisations. Our focus is on providing an exceptional service to our customers by delivering class-leading digital solutions. We are ISO 9001, ISO 27001 and Cyber Essentials Plus certified, demonstrating our focus on quality and governance in everything we do.

As well as having our own software solutions for the water market (Trevi), we split our services up into our 3 main business units; Managed IT Services & Support, Modern Intelligent Workplace and Applications & Analytics.



We are a one-stop-shop for all things Microsoft with certified consultants across the full stack and cloud solutions including Azure, Dynamics 365, Data & Analytics, Microsoft 365, SharePoint, Power Apps and Power Platform, working with the likes of:



Microsoft

Bridgeall takes great pride in our achievements in recent years of being a 10 x Microsoft Gold Partner. With Microsoft's new Cloud Partner Program, this changed the accreditation approach to focus on key solution areas. As a result, we have achieved the designations required to qualify as an accredited Microsoft Solutions Partner in the following key areas.



Modern Work

Azure Infrastructure

Azure Data & AI

Azure Digital & App
Innovation

In addition, we are a Tier 1 Cloud Solution Provider (CSP), meaning we have unique access to Microsoft licensing and can offer specialist licensing advice and pricing.

Being a CSP partner, Bridgeall can also offer our clients flexible pricing and billing options, as well as the ability to bundle multiple services together under a single contract.

4. Contact Us

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