

Experts in AI & Data utilising cloud solutions to drive business transformation.

UK County Council Data and Analytics Engagement

The Customer

Our customer is one of the **largest County Councils in the UK** and wishes to remain anonymous.

The Challenge

The County Council is facing a significant budget deficit and increasing demand for social care, education, and youth services. Reducing costs while increasing service provision is challenging and requires more efficient service delivery. Failure in these areas has serious long-term social implications, such as increased youth crime and mental health issues.

To address this, the Council aims to **enhance Data-Driven Decision Making**, particularly through cross-service analysis and reporting. Each service currently operates in silos, making it difficult to create a unified "One Council" data view. The Council plans to start with Adult Social Care, Children Social Care, and Education, creating reports ranging from ad hoc to comprehensive long-term analyses to support decision-making.

Disconnected data sets within the Council mean that a holistic view of service provision for individuals or families relies too much on manual interactions between service providers. This disconnection also hinders the identification of vulnerable individuals and the opportunity for early intervention.

The Solution

Our customer initially hired another company to build a solution, but it did not meet their needs and required review for enhancement or replacement.

TEKenable began with a **data strategy review**, conducting workshops with key council representatives and the IT department. We undertook a **Discovery Sprint**, thoroughly reviewing the existing solution against the council's needs and **Microsoft's** best practices, including the **Reference Architecture, Cloud Adoption Framework, and Well-Architected Framework**.

The Discovery also focused on prioritising data selection and analysis to convert Data into Information and extract actionable Insight. By asking service providers to answer, "If I knew X, I could do Y, which would mean Z," the Council can focus on collecting minimal, impactful data rather than amassing large amounts in the hope of gaining insights.



The Outcome

The business has reassessed its approach to building analytical data systems to be use-case and business case driven ("If I knew X, I could do Y, which would mean Z") ensuring that every cent spent on the system is aligned to a specific, achievable, and measurable outcome (the Z) from the outset.

The key takeaways from the Discovery Sprint were:

- 1. Security and Governance:** The review highlighted the need for improvements in security and governance, particularly in Azure Landing Zone configurations and data workload deployments. This included recommendations for the use of VNETs, Azure Firewall, Log Analytics, Azure Monitor, and Azure Policy to enhance security and governance.
- 2. Technology Utilisation:** The architecture utilised a mix of technologies such as Oracle Database, Azure Data Lake Storage, Azure Data Factory, SQL Server Management Studio, and Power BI.
- 3. Data Integration Strategy:** The review provided insights into the critical role of pipelines in the data integration process and recommended a migration to Microsoft Fabric.