

## MIGRATION CASE STUDY

### SUMMARY

North Wales Housing (NWAH) embarked on their transformation project "Gwella" (Improve) to further enhance the quality and performance of housing and support provision for their customers into the future. As part of this transformation, a new Housing Management System (HMS) was required, and a program of data migration was initiated. The migration had challenging expectations and NWAH utilised INFUSE's consultants with proven HMS data engineering experience to work with their analysts to provide technical capability and mitigate risk.



### AT A GLANCE

#### Challenges

- Challenging Migration Timeline.
- Strict data validation requirements.
- Limited in-house data engineering experience.
- New server data migration platform required.
- Complex data transformations expected.
- Limitations on in-house resource capacity for migration.

#### Migration Summary

- Migration from legacy on-premise Housing Management System (HMS) to sector-leading cloud HMS platform.
- Multiple data passes required of core housing asset information and transactions with additional data passes for new process modules.
- Data was extracted from the source housing system data then combined with Excel data transformed into defined SQL loading tables.
- Data underwent rigorous validations and resolution before ingestion into new cloud platform.

*"Don't wait until a data deadline becomes an issue, get INFUSE in early and get things right the first time around! The quality and accuracy of data discovery, processing, scripting, mapping, and co-working will make sure you're on track from the outset with a fighting chance of meeting milestones and data passes with no errors."*  
Gareth Roberts - Governance Manager at NWAH

### ABOUT NWAH

Founded in 1974, North Wales Housing is a successful social enterprise providing homes and delivering services to over 2,700 households across North Wales. As well as maintaining existing homes NWAH are also continually building new homes across North Wales.

NWAH are also a regional market leader in vital areas such as Supported Housing, providing housing and services for vulnerable people and Older Persons.

### THE CHALLENGE

Set up an effective Migration data platform, collaborate with NWAH analysts and "Gwella" Project Office to assess, plan, cleanse, transform, supply and validate data across assets, tenants, contractors, tenancies, rents, voids and repairs aligned to strict data supply quality and milestone expectations.

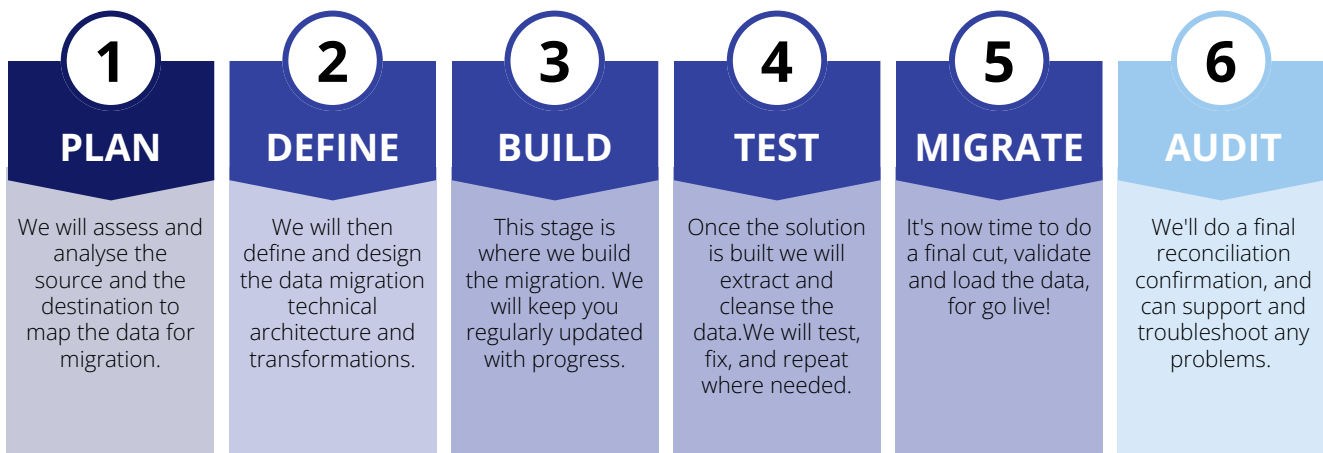


## THE SOLUTION

To achieve a successful data migration, it is crucial to plan and define the data scope, assess the systems, and allocate resources to ensure realistic timelines. INFuse collaborated with the Gwella project team to finalise the scope, details, and timeline of the migration requirement. We worked closely with NWA analysts to establish an effective working relationship and process to accomplish the rigorous data pass schedule. This relationship was crucial in identifying the necessary data cleansing, transformation, and restructuring required by the new HMS system. INFuse worked with NWA IT to configure the migration architectural platform, allowing them to utilise Microsoft SQL Server and Microsoft SQL Server Integration Services (SSIS) to ingest, cleanse, transform, validate, and load the data into the new HMS system. Our team provided daily support to NWA analysts in identifying potential data quality or transformation issues and liaised with the business to promptly resolve these. Finally, we collaborated with the new HMS migration technical lead to ensure efficient validation and prompt resolution of any issues that emerged.

## THE MIGRATION PROCESS

The 6 key steps to a successful Data Migration



## BENEFITS

### Cost Savings

As a result of INFuse prior experience in HMS migrations NWA loading milestones achieved, mitigating need for additional costly data passes.

### Data Quality

Data issues identified and resolved through validation.

### Supportive Resource for In-House Analysts

Friendly collaboration with in-house analysts reduced project fatigue and over-resourcing.

### Avoid Costly Recruitment

Migration project was one-off discreet effort. Using INFuse avoided effort and costs to recruit, train and retain advanced data engineering skills.

### Ongoing Collaborative Relationship

Based on the success of the migration, NWA have an ongoing effective relationship with INFuse and can call on their experience as required for other data challenges across the organisation.

## OUTCOME AT A GLANCE

### Migration

- SQL Migration Platform Enabled.
- Migration Plans Created.
- INFuse/Client Working Processes agreed.
- Bi-Weekly Project Control maintained.
- Extracted source tables, cleansed & transformed.
- Data staged in DB aligned to defined destination specification.
- Loading validated and accepted.

### Delivery Timescale

- 12 month roadmap of data destination "passes" achieved on time and validation accepted.