

SOCIAL HOUSING DATA MIGRATION

Legacy to Cloud Housing Management System Migration

OVERVIEW

North Wales Housing (NWAH), a successful social enterprise founded in 1974, provides homes and vital services to over 3,000 households across North Wales. In addition to maintaining existing properties, NWAH continues to develop new homes across the region.



As part of its “Gwella” (Improve) transformation programme, NWAH required a modern cloud-based Housing Management System (HMS), replacing its legacy on-premise solution alongside the migration of its Finance system. This marked a significant milestone in NWAH’s broader digital transformation, aimed at enhancing the quality and performance of housing and support services. The initiative was delivered through a complex data migration with demanding timelines, strict validation requirements, and limited in-house data engineering capacity.

To mitigate risk and strengthen technical delivery, NWAH partnered with INFuse, leveraging its consultants’ proven HMS data engineering expertise to collaborate with internal analysts and the project team. The successful migration to Civica CX for Housing and Xledger for Finance established a modern, cloud-first environment, enhancing service delivery and enabling more effective data-driven decision-making across the organisation.

“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



THE CHALLENGE



- Digital transformation programme requiring migration from legacy on-premise HMS to cloud platform
- Tight timelines with fixed milestones and strict data validation requirements
- Complex ETL processes combining source system data and Excel datasets into defined SQL loading tables, with multiple data passes across core housing data and new process modules
- Extensive data transformation to assess, cleanse, and validate large volumes of housing data, with rigorous validation prior to ingestion
- Requirement to implement a new migration platform with limited in-house data engineering capacity

THE SOLUTION

INFuse collaborated with the Gwella project team to define the migration scope, details, and timeline. This was supported by a structured approach to assessing systems and allocating resources to ensure realistic delivery.

We worked closely with NWA analysts to establish an effective working relationship and delivery process to support the rigorous data pass schedule. This collaboration was key in identifying the necessary data cleansing, transformation, and restructuring required for the new HMS.

INFuse worked with NWA IT to configure the migration architecture platform, enabling the use of Microsoft SQL Server and SQL Server Integration Services (SSIS) to ingest, cleanse, transform, validate, and load data into the new HMS.

Our team provided daily support to NWA analysts in identifying potential data quality and transformation issues, liaising with the business to resolve these promptly. Finally, we collaborated closely with the new HMS migration technical lead to ensure efficient validation and timely resolution of any issues that arose.

NEW SYSTEMS

Successful migration from NWA's legacy on-premise system to sector leading cloud platforms: Civica CX for Housing and Xledger for Finance.



AT A GLANCE

Successfully delivering a complex housing data migration

Cloud Migration Delivered

Legacy HMS migrated to a sector-leading cloud platform

Complex Data Managed

Multi-source ETL (system + Excel) across multiple structured data passes

Data Quality Assured

Rigorous cleansing and validation ensured accurate, trusted data

Controlled Delivery

Tight timelines managed through defined plans, milestones, and bi-weekly progress reviews

Specialist Capability Added

SQL-based migration platform with specialist data engineering support

Delivered to Plan

12-month roadmap delivered with all data passes validated and an ongoing partnership established

BUSINESS BENEFITS & OUTCOMES

✓ **Cost Savings & Efficient Delivery**

Leveraged INFuse's HMS migration expertise to meet milestones, avoiding additional data passes and reducing overall project costs. Delivered as a specialist engagement, this also removed the need to recruit, train, and retain advanced data engineering skills.

✓ **Collaborative Partnership**

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.

"INFuse were brought in to assist in the data migration portion of our Housing Management replacement project. Their friendly manner and calm approach instilled such confidence in the project team and brought a level of assurance that we could not have achieved without them."

Joanne, Project Manager at NWA



✓ **Support for In-House Teams**

Close collaboration with internal analysts and the project team reduced project fatigue and improved delivery efficiency, while ensuring in-house resources could maintain day-to-day operations throughout the migration.

✓ **Improved Data Quality**

Data issues were identified and resolved through rigorous validation, ensuring clean, accurate data prior to migration and full business acceptance.

✓ **Strong Governance & Control**

Maintained structured delivery through defined migration plans, agreed processes, and regular progress reviews.



Get in touch to discuss how we can support your digital transformation project.

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