



### CLIENT SITUATION

**Our client's data was fragmented and market-specific, with a legacy unsupported route accounting and accounts receivable system that had separate system instances for different geographic regions.**

Overall, the organization's data and application integration architecture was complex and unreliable. As a result, it was challenging to maintain consistent data across systems to streamline operations, enable key business growth initiatives, and analyze the business across product, customer, and operational dimensions.

Scalability and performance were also key challenges. The client wanted to modernize its infrastructure to provide a reliable foundation of mission-critical applications that could support business operations and provide the transparency needed for growth. It needed a centralized method for integrating data across systems and maintaining data quality. At the same time, the company sought to improve real-time operational data access, which would enhance reliability, reduce maintenance and support needs, and ensure extensibility.



### THE PROMISE OF DIGITAL TRANSFORMATION—

modernized IT systems that drive a better experience for your customers, streamlined business operations, and improved insights for your employees—is compelling. Yet, pulling it off requires a robust digital core of modern platforms and operating capabilities that integrate the activities of customers, the workforce, and operational business units. Bringing the blended expertise of our Data & Analytics and Technology teams, we partnered with a leading food services, facilities, and uniform services corporation to deliver the complex IT modernization at the heart of digital transformation. By implementing a centralized data store for customer and operations data, and a solution to integrate key data points across business systems, we helped the organization power continuous transformation through its digital core.

### OUR APPROACH

**North Highland partnered with the client to replace the point-to-point data integration architecture with an evolved, highly scalable data architecture.**

To define a centralized approach for data management, we established a Data Integration Hub (DIH) as a central point of data movement for all the client's business systems. This served as a system of record for customer, order, and product data; a semantic layer for analytical data access in the form of data marts for reporting across multiple business units; and a point of control for the IT team, enabling easier maintenance and data movement processes.

To increase efficiency and performance for data delivery across the different business systems, we replaced the client's legacy ETL architecture with SnapLogic, a modern configurable cloud-based integration platform. At its core, SnapLogic is a data movement tool with a graphical user interface (GUI) that provides drag-and-drop capability for building data movement pipelines. It comes with pre-built code snippets and modules specifically designed to handle data engineering and advanced analytics workloads. In implementing SnapLogic, we helped the client move data between different systems and between different data stores—both legacy and future state.

To ensure the solution met both current operational needs and unlocked future opportunities to leverage the modern technology architecture, we designed the architecture to allow for "plug-and-play" of enterprise applications and proprietary third-party vendor solutions. This future-proof approach would allow, for example, a new CRM solution to be replaced through a rapid reconfiguration effort, rather than extensive and costly redevelopment.

## DATA & ANALYTICS AND TECHNOLOGY CASE STUDY



Throughout the effort, we focused on building client capabilities and upskilling their teams to ensure sustainable results. For instance, we configured processes and frameworks to help them manage the workload and maintain platforms efficiently. Additionally, our experts established new Agile project management disciplines throughout the solution design, development, and deployment lifecycle. This included Scrum methodology and workflow management tools such as JIRA and Confluence. We also provided the client with playbooks that its teams can use to apply Agile methodology to future projects.

We also introduced a framework for managing DevOps processes around the data integration ecosystem and implemented a new release management methodology based on the Agile framework. It enabled them to develop, test, and deploy new business features to production environments for various systems more rapidly.

Finally, given the repeatable nature of the integration data flows and the sheer number of data integrations, we modularized the development process. In this step, our experts created code templates for individual modules. They allowed the company to use proven code blocks interchangeably for data movement between data sources with the same format. The result? A higher level of control in managing pipeline workload.

## VALUE DELIVERED

**By upgrading aging systems with best-in-class modern applications and data integration architecture, North Highland enabled the client to drive** initiatives around business growth, mobile computing, advanced business analytics, and customer experience. An evolved infrastructure improved data consistency and reliability across markets. Revamped operational fulfillment capabilities fueled revenue growth. The client can now move data seamlessly across customer, product, order, and fulfillment systems. Plus, our value reached far beyond technology. Through Agile techniques, we helped our client transform its operating model, while upskilling employees to sustain those practices. As a result, the client has the technologies, analytical tools, ways of working, and critical efficiencies to sustain its digital core.

# FUELING THE DIGITAL CORE WITH FUTURE-PROOF IT ARCHITECTURE

## ABOUT US

### **NORTH HIGHLAND MAKES CHANGE HAPPEN, HELPING BUSINESSES TRANSFORM**

by placing people at the heart of every decision. It's how lasting progress is made. With our blend of workforce, customer and operational expertise, we're the world's leading transformation consultancy. We break new ground today, so tomorrow is easier to navigate.

Founded in 1992, North Highland is an employee-owned firm—regularly named one of the best places to work. We have more than 5,000 consultants worldwide and 65+ offices around the globe. Meanwhile, we're a proud member of Cordence Worldwide ([www.cordence.com](http://www.cordence.com)), an international consulting alliance.

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