

Hospitality Procurement System Data Warehouse

An Azure Hyperscale SQL data warehouse with Power BI self-service capabilities for the analysis of high-volume supply chain data.

Background

Working across the hospitality catering sector to improve customer operating margins and deliver improved efficiencies, our market leading client provides specialised procurement services to a large European user base of hotels and restaurants.

Processing around 40 million price points daily, our client had difficulty gaining insight into the vast amount of data held in their procurement platform.

The Challenge

The current reporting and analytics solution presented a number of challenges around development costs and IT dependencies. In addition, the technology was not suited for the processing of the large quantities of historic data critical to the insight required by the business. Our client needed a solution that scaled in line with their rapid business growth, offered reduced lead-time and maintenance overheads, and would enable a rapid rollout with full transparency of costs.

A leading hospitality catering procurement organisation gains essential business insight using a Modern Azure Data Analytics platform solution.

Supplier Managers and Analysts are able to work with historic data that was previously unreachable, allowing an understanding of their procurement supply chain behaviours at a vastly improved level of detail, providing further opportunities for optimising their business processes and driving down costs for their end clients.

By adopting a cloud-first approach to data analytics, the solution was implemented with minimal lead-time, reduced financial outlay and on a platform that is scalable, secure and resilient.

The Engagement

Employing an Agile approach we worked with the client to realise their requirements, deploying business value with each development iteration of the new solution and upskilling the client staff throughout the process. This allowed us to minimise risk and revisit requirement priorities regularly, ensuring that the business users remained involved.

The engagement consisted of four phases: Discovery, Proof of Concept, Design and Plan, and Delivery and Handover. By conducting the handover of the technical aspects to the client as part of the delivery we were able to confirm levels of understanding early in the development process. The Azure-hosted solution was implemented rapidly in an incremental fashion, providing a self-service model of reporting and analytics.



Discovery

A short initial engagement was undertaken to assess the current data platform. This discovery provided recommendations in two key areas: a set of recommendations for improving the existing operational reporting workloads using Hybrid Transactional/Analytics Processing (HTAP) technologies, and the delivery of a Modern Data Analytics platform. This would provide true self-service data analytics capabilities on a future-proof scalable architecture.



Proof of Concept

A Proof of Concept for a low cost, scalable data warehouse and self-service analytics platform hosted in Microsoft Azure was undertaken. This resulted in a production-ready system that provided vastly improved analytical capabilities on datasets of considerable size.



Design and Plan

The architecture for a data warehouse using Azure data services was proposed. This offered reduced lead-time and maintenance together with improved scalability and analytical performance that would allow the business to explore and work with the data with influential new capabilities. Microsoft Power BI Premium was included for tabular semantic modelling and data visualisation. A breakdown of operational costs and delivery roadmap were presented and approved.



Delivery and Handover

The initial POC was subsequently expanded upon to provide a modern data platform containing data ingestion pipelines, relational data warehousing, semantic modelling, analytics and reporting. A gradual handover of knowledge and training to the client's staff was incorporated into the delivery. As a result the client is empowered with the ability and confidence to deliver future requirements independently.

Outcome

The solution was successfully delivered to the client in a cost-effective and timely manner using Agile practices to ensure rapid realisation of business value. They are now able to work with historic data that was previously unreachable, allowing an understanding of their procurement supply chain behaviours at a vastly improved level of detail, providing further opportunities to drive down costs for their end clients.

Benefits

- Ensure supplier compliance and challenge supplier prices to better protect customer savings, through the ability to identify trends and predict changes by interrogating billions of price points on the fly.
- Enable faster decision making and collaboration through self-service reporting capabilities using highly refined, enterprise grade tabular semantic models with data that is accurate, available and secure.
- Implementation of a scalable and extensible modern data platform that grows with the business, providing new ways of working with data for improved business insight and revenue.

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Working with us

At Pivotal BI we have a common goal on all our engagements and that is to realise the right solution for your business. Working with you from the start is central to achieving this.



We work closely with you to determine exactly what your current and future needs are and how we can help in the most cost-effective manner.



Our broad and deep understanding of data analytics allows us to offer a flexible and informed service.



Our client relationships are open, honest and equal. We believe this is the real key to successful engagements.

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