Data-Driven Decisions:
A Digital Transformation Story in Reporting

Industry:
Non-Profit

Challenge:
Creating a common data platform that's scalable.

Solution:
MS Azure
Microsoft Power Platform

UDig NY is a non-profit organization representing more than 1,300 Member Facility Operators in Upstate New York. Serving as the link between a person excavating and member facility owners/operators, UDig NY's mission is to promote the safe and efficient use of underground facilities through education, advocacy, and collaboration with stakeholders. One of the most valuable services UDig NY provides to its members is data and education.

In today's environment with more underground facilities than ever before, with a desperate need for skilled laborers, the constraints of weather in our service areas, and general uncertainties like pandemics, the need for flexibility in education within THE industry is essential to the success and future of our infrastructure.

Furthermore, data collected and analyzed from both a statewide and regional level by customer and member alike allows UDig NY and its members to determine correlations and deficiencies essential for improvements the one-call industry and the safe delivery of crucial utility services.
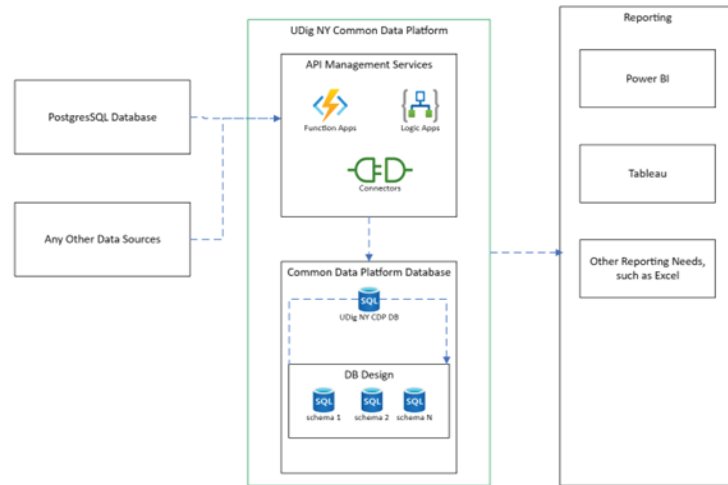
Building a better data infrastructure

Data is a powerful tool for the modern business world; and UDig NY, Inc. collects a lot of it. Back in Q4 2022, it started with one question – How to report on late and now due tickets and gain some insight into it? All Lines Technology worked with UDig NY to understand the underlying data that drives such questions and designed a "Common Data Platform" architecture that was scalable, all-inclusive, and allowed for rapid report development.

Industry:
Non-Profit

Challenge:
Creating a common data platform that's scalable.

Solution:
MS Azure
Microsoft Power Platform

Deploying Power BI to drive efficiency

All Lines Technology started working with UDIG NY in Q4 2022 and with the "Common Data Platform" initiative, UDIG NY was able to collect data from all their disparate sources and house them under one data warehouse, housed in Microsoft Azure. UDIG NY and All Lines Technology then started working to implement an improved reporting system in Power BI to turn the collected data into consumable reports for improved visibility, actionable information, risk management, and stakeholder insights. In only a few weeks since the initiative, All LInes Technology and UDIG NY teams were able to gather, analyze, and put together interactive, visually appealing, and easy to understand Power BI reports for operations function.

Driving innovation through strategic partnership

By working with All Lines Technology, UDIG NY has been able to answer their first-priority questions and present the data to the Board of Directors. While this has led to more questions and reporting needs, UDIG NY team is confident that along with All Lines technical expertise and agility of Power BI and Power Platform, it has allowed to foster effective communication and collaboration for decision making and strategic planning purposes.

About All Lines Technology

All Lines Technology (ALT) provides cost effective, industry standard IT solutions for our customers. We strive to be a Professional Business Partner and Trusted Advisor with each of our clients. We help companies streamline and improve the way they buy, implement, and manage their technology infrastructure that support their mission critical business applications. These scalable solutions deliver benefits to companies from start up to Fortune 500.