

CASE STUDY

Digital Transformation with Centralised Data and BI Automation (Healthcare)

PROJECT OVERVIEW

As part of a wide-ranging digital transformation initiative, CCG sought to enable scalable growth while improving operational efficiency through the streamlining of fragmented systems and manual reporting processes. A key objective was to replace their labour-intensive Excel-based reporting with automated solutions that could evolve alongside their newly adopted digital platforms.

Special Work and Technology Limited (SWAT) was brought in, to design and implement a modern data architecture, enabling automated data ingestion, centralised record management, and real-time business intelligence (BI) dashboards.

The project also laid the foundation for a long-term BI strategy aligned with the client's new digital ecosystem.

CLIENT BACKGROUND

CCG provides specialist care and support for individuals with learning disabilities, autism, mental health conditions, and complex needs. Their mission is to help every person in their care lead a safe, meaningful, and fulfilling life — one where they are valued, heard, and supported to live as independently as possible.

With a strong commitment to operational excellence and care quality, CCG recognised the need to modernise its data capabilities in order to maintain high standards while scaling services.



THE CHALLENGE

CCG was juggling legacy systems, manual data handling, and a patchwork of disconnected reporting tools. These inefficiencies not only consumed valuable staff time but also posed risks to data accuracy and continuity.

Compounding the challenge was the ongoing rollout of new systems across HR, learning, and care management. CCG needed a way to maintain reliable reporting during this transition — ensuring operational continuity while setting the stage for a fully integrated future.

OUR APPROACH

SWAT partnered closely with CCG through a series of collaborative workshops to understand their workflows, data structures, and reporting requirements. We took a phased, pragmatic approach to deliver immediate improvements while building for long-term scalability:

- Established a Central System of Record using a lightweight Master Data Management (MDM) framework
- Designed intuitive data upload routines to streamline manual input processes
- Built a PostgreSQL-based Data Warehouse with a secure, scalable API layer
- Implemented ELT pipelines to automate data ingestion from systems including HRIS, LMS, and Care Planning platforms
- Delivered tailored Power BI dashboards providing real-time insights and secure access via the data warehouse



THE OUTCOME

CCG now operates with a centralised, standardised data environment that supports dynamic, interactive reporting. The Power BI dashboards have significantly enhanced their ability to analyse data across departments and reduced the time required to compile routine report packs.

By replacing manual, error-prone processes with automated, structured workflows, SWAT helped CCG gain deeper operational visibility while future-proofing their reporting infrastructure in alignment with their broader digital transformation goals.

About SWAT

Special Work and Technology Limited (SWAT) is a digital innovation and technology services company specializing in enterprise transformation. With a strong focus on customer success, we deliver tailored solutions across CPQ, digital platforms, managed services, and data engineering. Our expertise helps businesses accelerate growth, optimize operations, and stay ahead in an ever-evolving digital landscape.