DataAgility | Good Shepherd Australia New Zealand

Digitally-driven Organisational Transformation

Data As A Key Component of Digital Transformation

> "Determination and persistence have carried us through, and we'd like to acknowledge some key contributions to making this journey a success. Our partners, Data Agility and Deloitte, and the Good Shepherd project team including our Tech Team and Client Service representatives, you've done a fantastic job showing leadership, resilience, and zeal to make Lighthouse a success."
> **- Michael Malakonas, Executive General Manager, Good Shepherd**

Challenges

- Bold strategy required new data thinking
- Rapid expansion had led to quick fixes
- Multiple systems = complex legacy environment
- Analytics and reporting unable to provide clear sight of the impact on peoples lives of their programs

Results

- Enhanced operations, security and client engagement
- A unified system for all client and case management
- A specialised system for loan management
- Increased influence in the sector for future program needs for the community

Background

Founded over 160 years ago, Good Shepherd is Australia's oldest and largest not-for-profit charity that assists women, girls, and families experiencing family violence, financial insecurity, and disadvantage. For the past 20 years loans have been provided in partnership with National Australia Bank.

While the organisation undergoes continuous evolution, in recent years they have undergone significant and rapid expansion. Seeing the opportunity to significantly increase their impact, the Board approved a plan that would change their operating model from program based to an integrated whole of client/community view. The strategy drivers:

- The Impact we seek: Shaping our service delivery approaches across the prevention to recovery service continuum across five impact areas.
- The Capabilities we need: A dynamic, relationally adept and resilient organisation, uncompromising in its delivery of Mission.
- The Culture we will build: Foster mindset, underpin operating models and embed behaviours that drive the impact we seek and embody interculturality
- Ecosystem and Mission threads: The philosophy of change to shape the heart and mindset of what we do and why we do it.

The strategy was radical, sector leading and required a fundamentally different data and organisational backbone. A crucial aspect of the transformation was gaining a deeper understanding of the impact their programs have on the lives they touch. They identified data and analytics as the cornerstone of their transformation strategy. Seeking a data partner who could define the capabilities they needed and guide their implementation; they chose Data Agility.

Challenge

Rapid expansion often leads to quick fixes that prioritise efficiency over long-term sustainability. Good Shepherd's challenge was to find a digital transformation strategy that would set them up for the future while addressing immediate operational needs.

They required integrated systems and a customised data platform to reduce the number of systems in use and improve the efficiency and accuracy of reporting.

Building a sustainable future also meant establishing strong data governance. As a reputable organisation constantly in demand, Good Shepherd had to implement data governance to ensure data management remained a priority.

Solution

To set a solid foundation for Good Shepherd's digital transformation,a comprehensive data roadmap was created. Covering technology requirements as well as the data capabilities that would help unlock business opportunities. It outlined key activities to support both digital transformation needs as well as long-lasting data capabilities.
Next, we undertook architecture work, mapping out existing data, recommending a fit-for-purpose data model, and connecting the relationships between all data points. Data Agility was then able to define a data governance framework and model.
With the roadmap, architecture and governance in place, the focus shifted to migrating existing data and building the data platform for reporting and analytics in Azure. We facilitated the migration from multiple legacy systems into two new fit-for-purpose systems:

- A unified system for all client and case management
- A specialised system for loan management

Data Agility then built a platform for all reporting and analytics, leveraging the Data Agility Azure Framework. This platform streamlines data access and analysis, empowering Good Shepherd to make data-driven decisions.

Results: Making an impact in the real world

Operationally the solution enables

- Streamlined, more efficient, and more accurate reporting and analytics.
- Data migration from multiple legacy systems to new core solutions for immediate improvement in processes and data quality.
- Faster and easier access to data.
- Implementation of data governance.
- More efficient measurement and reporting of Good Shepherd program outcomes with the ability to measure impact
- Increased influence in the sector for future program needs for the community

Good Shepherd set out in their Year-In-Review (Annual Report equivalent) that

"Through comprehensive upgrades in data management, security, and client services, Good Shepherd has enhanced its operational capabilities, security posture, and client engagement. These improvements have created a solid foundation for continued growth, safety, and efficiency...Together, these efforts create a secure, scalable, and efficient framework, empowering Good Shepherd to better serve its clients, enhance operational resilience and continue making a positive impact."

DataAgility

Data Agility are specialists in Data Analytics and Information Management. We support our clients to improve performance and resolve business issues through the effective application of their data.

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