

How a healthcare provider moved from siloed systems to integrated data and self-service BI

Client

A large healthcare provider's behavioral health practice

Company Size

25,000+ employees

Location

United States

Featured Partners



A leading healthcare organization faced challenges with siloed data systems that hindered visibility, limited decision-making, and burdened IT resources. To overcome these obstacles and empower clinical and operational leaders, they partnered with Marlabs to modernize their data infrastructure and implement a self-service business intelligence (BI) environment.

The Marlabs team delivered a centralized data platform, reimagined the client's Power BI deployment model, and laid the groundwork for scalable analytics adoption. The result was a streamlined process for accessing insights, which increased internal confidence in data and made way for a long-term vision for data enablement across the enterprise.



Data Strategy & Assessment



Enterprise Data Architecture



Business Intelligence & Analytics



Power BI Enablement

The Challenge: Breaking down silos in healthcare analytics



Objective: Enable self-service BI to empower operational leaders and reduce reliance on IT.



Existing Issues: Siloed data systems and inconsistent reporting led to inefficiencies and distrust of data and reports.



Solution Needed: A modernized Power BI platform integrated with a centralized data strategy.



Outcome: A trusted analytics ecosystem with scalable governance and improved user enablement.



A regional healthcare provider needed to improve how clinical and operational leaders accessed and used data to make decisions. Despite having a robust enterprise data warehouse, a fragmented reporting environment limited their ability to trust and act on insights.

The Solution: Establishing a unified and scalable BI ecosystem

Marlabs partnered with the healthcare provider to assess the existing architecture, align stakeholders, and deliver a roadmap to transform Power BI adoption. The solution ensured governance, consistency, and scalability while reinforcing data trust and promoting a self-service culture across departments.

Phase 1: Discovery & Strategy Alignment

The team conducted discovery workshops, assessed reporting workflows, and identified pain points to establish a foundation for the initiative.

Workstreams:

- Stakeholder alignment
- Architecture assessment
- Reporting inventory
- Pain point identification

Phase 2: Governance & Architecture Modernization

We built a scalable data architecture and introduced governance standards to ensure data consistency and access control.

Workstreams:

- Governance framework
- Security model design
- Workspace strategy
- Deployment guidelines

Phase 3: Training & User Enablement

With the architecture in place, we developed a comprehensive enablement plan to educate users, establish best practices, and drive adoption.

Workstreams:

- Training curriculum design
- Documentation development
- Community of practice setup
- Communication planning

Phase 4: Adoption Scaling & Center of Excellence Creation

Marlabs launched scalable support structures, embedded governance into workflows, and established a Center of Excellence.

Workstreams:

- Self-service model enablement
- Embedded governance processes
- User group facilitation
- COE roadmap creation

Services and Technologies Used:

Services:

- Data
- Data Architecture and Engineering
- Data Integration
- Business Intelligence (BI)
- Advanced Analytics
- Enablement
- Training

Technologies:

- Microsoft Data Fabric

The Results: Impact on the client organization

The project resulted in a **secure, governed, and scalable Power BI environment** that enabled **faster decision-making and reduced IT bottlenecks**. Operational leaders gained the ability to build and explore reports independently, and data governance was embedded in daily processes. The engagement also set the stage for future self-service analytics growth and reinforced the organization's long-term data strategy.



Empowered Operational Leaders: Business users now can access trustworthy data and generate insights independently.



Established Data Governance: Governance policies are now baked into reporting processes across the organization.



Reduced IT Burden: IT no longer serves as a bottleneck for report development and access.



Scalable BI Adoption: A Center of Excellence supports future BI expansion and training.



Improved Decision-Making: Consistent and timely data supports faster and more confident decisions.



Boosted Data Quality and Trust: Unified data definitions and architecture enhance confidence in reporting outputs.