Data Discovery to De-risk the In-housing of a Citizen-facing Service

Butterfly Data used data discovery to de-risk moving a critical citizen-facing service in-house for a UK government department.

Challenge

A UK government department needed a specialist discovery assessment before bringing a citizen-facing service, used by millions of people, in-house.

The department had little visibility of user journeys. It could not see how latency in data synchronisation between internal and external systems affected users. Without that view, the move risked disrupting service delivery and data integrity, particularly for vulnerable users.

Solution

Working alongside a prime delivery partner, Butterfly Data:

- Used SQL to query and rationalise legacy databases, joining datasets to map end-to-end user journeys and locate latencies
- Audited data providers and access points to identify where permanent permissions would be needed after in-housing
- Developed a performance framework proposing dashboards in Splunk and Grafana for real-time service monitoring
- Worked with User Research and Service Design to link technical metrics to user outcomes

The output was a strategy for improving data collation and storage in the in-house operating model.

Impact

The discovery phase produced a data-driven blueprint that de-risked the move. The department moved from fragmented legacy reporting to a single, coherent view of service health.

Better data collation and representation support evidence-based scaling decisions, protect data accuracy for millions of users, and give the department a repeatable model for future in-housing projects.

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Ready to transform your data?

Book your free discovery call and find out how our bespoke data services and solutions could help you uncover untapped potential and maximise ROI.

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