Implement technology and workflow Proof of Concepts with Microsoft 365

A global telecommunications company had a need for consistent and timely reporting to support the management of the investigation process. This challenge was compounded by the variety of source systems where data was stored, as well as the relationships between organizational data with multiple Active Directories.

The immediate need was to create a timely reporting function, to provide actionable tracking of case status at both the executive and the investigator levels. Lighthouse proposed to do this first as a Proof of Concept, with a narrow focus, from a single division, but with architecture that will allow the future incorporation of new expansive data sources.

PRIVACY

INFORMATION GOVERNANCE

LEGAL

RECORDS MANAGEMENT

At-a-glance

Lighthouse Customer

Customer Size: Global telecommunications company with approximately 55,000 employees

Country: Global

Industry: Telecommunications

Products and Services: Microsoft 365 Lighthouse Proof of Concept

Telecommunications client tests and validates solution prior to deployment

Customer Challenges

The customer needed to build a Proof of Concept (POC) system to report critical progress of cases to the management team. This POC was to be built using a single Active Directory data source, equating to a single division of the enterprise. The key objective was to demonstrate timely and accurate reporting and tracking of case status, asset availability, and associated activities for the single division. Upon successful completion of this POC, the management team evaluated and determined the efficacy of integrating additional AD sources for other corporate divisions.

Partner Solution

Lighthouse Proof of Concept solution included *User Directory Synchronization* to sync or consume user directory source data from upstream systems; *Case Data Ingestion*, to ingest exported data from case management systems in a prescribed format and schedule; *Data Store/Mart* to create a centralized data location to contain and manage aggregated data; *Report Generation* to provide automated, scheduled report views for executives and investigators; and finally, *Analysis* to drill down within reports allowing users to take action on specific cases or details.

The Results

The Proof of Concept implementation allowed the customer to test and validate their solution prior to deployment to their production environment. Lighthouse conducted full test passes in development and test environments to ensure code stability and intended functionality. Additionally, during the POC, Lighthouse provided documentation and all source code to the customer and delivered training to the customer's personnel post-launch.

Learn More

www.lighthouseglobal.com
info@lighthouseglobal.com
(206) 223-9690

LIGHTHOUSE