CASE STUDY

insiel

www.insiel.it

Industry

Government/The Public Sector

Profile

Insiel, founded in 1974, is the In-house ICT company of the Friuli Venezia Giulia (FVG) Region in Italy. The company ensures the consistency and the development of the Integrated Regional Information System, a tailored system to support modern, efficient public services. Every day, public employees of the region, municipalities, health services companies, hospitals, local authorities, and citizens, use the IT services that Insiel designs, implements, and manages. 216 municipalities of the region benefit from the services provided by Insiel.

"The data marketplace, built on the Denodo Platform, has increased the flexibility and adaptability of Insiel's data architecture, which was so necessary considering the vast amount of disparate data that had to be integrated, and it enabled us to effectively and efficiently make the data available to those who need it."

— Andrea Soranzio, Innovation Manager at Insiel

denodo

Enhancing Information Assets for Stakeholder Services with the Denodo Platform

Modernizing government agencies and departments can be arduous, but some tend to look beyond the realm of difficulty. Insiel, by laying a strong data foundation, is not only aggressively digitizing citizen services in Italy's Friuli Venezia Giulia (FVG) region, but is also venturing into more modern data science and analytics use cases for advancing innovation and serving the relevant stakeholders efficiently and effectively.

Business Need

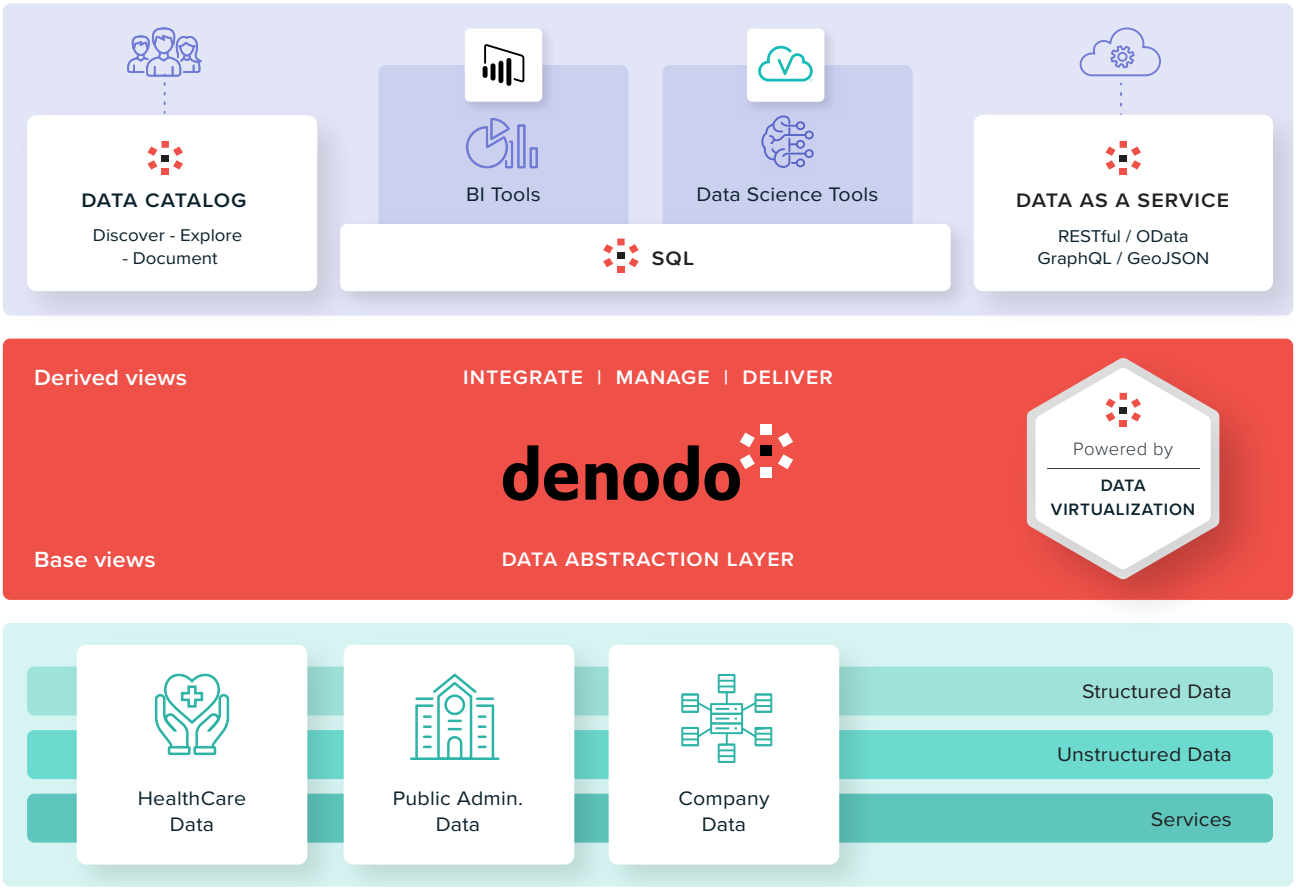
Since its inception, Insiel has been creating services for the FVG region, including those that serve public administration, local authorities, and public health. Since then, Insiel has accumulated large volumes of historical data. To remain true to Insiel's guidelines — of making use of technology to provide useful services to citizens and businesses, implementing and managing information systems to facilitate work and the quality of life, and promoting innovation in a fast-changing world — Insiel wanted to make its data more available to the relevant stakeholders, so that they would be more aware of the information and confident about its quality, and could use it more effectively and efficiently for public services.

Andrea Soranzio, innovation manager at Insiel, said, *"internally, this concept was referred to as information ' 'valorization', which means rationalizing and simplifying access to the data."* The valorization approach also envisioned the application of semantics to data to create new knowledge through easy analysis and the application of algorithms. Insiel realized that to achieve this, the organization would need a data catalog as well, one that could serve as a simplified interface for enabling data consumers to access the data sources.

The Solution

With a view towards leveraging the company's large information heritage, Insiel implemented the Denodo Platform to build a data marketplace and started a process of standardizing the data semantics. The Denodo Platform played an important role in enabling the new data architecture that could serve the needs of Insiel. Soranzio said, *"We needed a technological platform with which users would not have to be concerned about the technical nitty-gritty and could devote more time to data analysis, finding meaning in the data, and generating insights, while being aware of the different kinds of data sets that are available to them."* He added, *"We often talk too much about data integration and focus a little too much on the technical aspects, like how to connect to many databases that are in different formats, etc., and this leads us to lose sight of our real goals. However, with the Denodo Platform in place, we can integrate our vast amount of heterogeneous data, structured or unstructured, and deliver the integrated data through a single platform to the BI applications and the data consumers."*

Andrea further said, *"When we were to define this new architecture using data virtualization, we didn't think of it as a one-time project, and we didn't start from a classic functional requirement, such as the unique view of the citizen, but we started from the foundations, that is, to build such a solid, adaptable foundation that it could support any future technological disruptions, and the Denodo Platform precisely helped us with that."* The technology-agnostic nature of the platform, and its wide range of data adapters, means that it is easy to add or remove data sources to the platform as and when required, without a hassle and without replicating data. Additionally, Insiel leveraged the Denodo Platform's data catalog to provides a simplified interface to all data consumers, who often lack the technological know-how of data integration. On top of that, Insiel created virtual databases in the catalog and enriched it with tags and categories to help users in creating statistical correlations.



FVG Region Information Assets

Figure 1: The Denodo Platform serves the Logical Data Lake at Insiel, which aggregates different heterogeneous data sources such as healthcare data, public administration data, and other data sources and makes it available to data science applications and business users.

Benefits

Supported by the Denodo Platform, Insiel was able to:

Integrate large sets of historical data spread across siloed data systems, providing self-service access to data consumers, raising the data awareness of the overall organization, and spearheading public innovation

Save a significant amount of time in fulfilling new data integration requests, without too much time-consuming involvement of IT, and increased digitization of citizen services

Support novel data science use cases in the field of education (optimizing student transport services) and healthcare (promoting smart social distancing)