![snowflake®]

# IRT STRIVES FOR BETTER HEALTH OUTCOMES WITH SNOWFLAKE

**AGED CARE**

**COMPANY** IRT

**LOCATION** Eastern Australia

### SNOWFLAKE WORKLOADS USED

COLLABORATION | DATA ENGINEERING | CYBERSECURITY | DATA SCIENCE & ML | APPLICATIONS

DATA WAREHOUSE | DATA LAKE | UNISTORE

Founded in 1969, IRT provides aged-care services to 9,100 clients in Queensland, New South Wales, and the Australian Capital Territory. The company operates retirement villages and aged-care centers, and delivers in-home support services. It has more than 2,600 staff.

## STORY HIGHLIGHTS:

**Replaces ageing on-premises SQL data warehouse**
Snowflake has enabled IRT to migrate away from an unreliable, unscalable infrastructure to a high-performance cloud-based alternative.

**Increases the amount of healthcare data that can be analyzed**
IRT can now analyze more than 150 healthcare metrics in real time, enhancing service delivery to clients.

**Will enable data sharing with associated external parties**
Snowflake's data sharing capabilities will allow IRT to securely share client data with doctors and other healthcare professionals.

> " By modernizing our data platform, we have also been able to improve health outcomes for our clients. We are now able to analyze more than 150 healthcare metrics in real time, which helps to ensure that our care plans are providing what is required."
>
> **—SHAUN MARIS,** Group Head of Data and Analytics, IRT

## CHALLENGE:

**Overcoming performance and reliability issues**
IRT had relied on a single, on-premises SQL data warehouse to support its day-to-day operations. While this had worked well for some time, as the organization grew, it was unable to provide the level of performance required.

"Our existing data warehouse just wasn't scalable and struggled to deal with the volume of unstructured and semi-structured data that was being collected across the organization," IRT's Group Head of Data and Analytics, Shaun Maris, said. "We found we were unable to get timely and reliable data out to our end users and were also spending a lot more time on engineering and keeping things running rather than on data analysis and delivering insights."

Maris said the IRT data team was also facing a challenge when it came to data governance. As the organization is dealing with sensitive health data, having good governance practices in place is vital and there was a growing awareness that this needed to be improved.

The existing data warehouse was also suffering regular outages that would bring down pipelines and require some batch processes to be rerun. Also, because of finite budgets, the data warehouse was regularly running out of compute memory and storage capacity.

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**40%**
reduction in data engineering and maintenance costs

**60%**
increase in the productivity of the data analytics team

**150**
healthcare metrics in real time

## SOLUTION:

**Scoping out an alternative**
In mid-2019, IRT's IT team looked for an alternative to the ageing data warehouse and a decision was made to shift to Snowflake.

"We needed a platform with almost-zero admin and management overheads, and we could quickly see that Snowflake could deliver this for us," Maris said.

Once a POC had been completed, work then began on the integration of core tools such as Power BI and the migration of core data sets. The entire process was completed within three months.

## RESULTS:

**More-efficient data management**
With Snowflake fully operational, the IRT data team quickly noticed significant benefits. The data management workload was significantly reduced, freeing up staff in the process to focus on other more value-adding activities. The successful implementation to a scalable and cost-effective modern data analytics platform resulted in a 40% annual reduction in data engineering and maintenance.

"Making use of Snowflake's automation capabilities has helped us to improve productivity and, within the data team, we estimate this has increased by about 60%," Maris said.

"We now have a lot more trust in our data and can get insights and reports to the business much more quickly."

There are now more than 320 data pipelines and 170 analytical models supported by Snowflake. Data is also ingested from more than 20 different sources across the organization.

Maris said the time taken to onboard a new source of data has also been significantly reduced. Where previously it would have taken a week to connect a new source, this can now be done in just a day.

> **Snowflake has now become our source of truth for more than 80 clinical indicator metrics drawn from all of our 40 sites."**
>
> **—SHAUN MARIS,** Group Head of Data and Analytics, IRT

**Improved governance and client outcomes**
Supported by Snowflake, IRT has also been able to improve its data governance standards, a critical requirement in the aged-care sector. All core data is stored in a centralized location and fully protected with sophisticated security measures.

"We are now able to analyze more than 150 healthcare metrics in real time, which helps to ensure that our care plans are providing what is required," Maris said.

> **We've managed to overcome many of the data-related challenges that we had been facing. We now have a lot more trust in our data and can get insights and reports to the business much more quickly."**
>
> **—SHAUN MARIS,** Group Head of Data and Analytics, IRT

## FUTURE:

**Developing a healthcare analytics platform**
While Snowflake has already delivered significant benefits to IRT, the data analytics team is focused on going even further. The number of data sources in use will continue to rise as will the level of value that can be derived from them.

"We plan to eventually have the capability to bring unstructured data into our data warehouse and it will be Snowflake that enables us to achieve this," Maris said.

"We are also planning to use Snowflake's data sharing capabilities to develop a deeper understanding of our customers' care needs. This will be done by centralizing data from across their journey and across our organization.

"We have a multi-year roadmap of how we are going to continue to evolve our service offerings. Snowflake will continue to play a core role in making this a reality."