Government & Public Sector

Case Studies

Ministry of Labor

UAE

ABOUT MOL

The UAE Ministry of Labor (now the Ministry of Human Resources and Emiratization) aims to make the national job market an attractive space for Emirati talent, supporting UAE Vision 2021. It needed an integrated central system for accurate, timely data exchange across entities.

CHALLENGE

No standardized business and data glossaries, disparate formats with outdated or duplicate records, and no clear processes for data management and contract building.



Labor Market Information System (LMIS)

Six-Pillar Delivery Across Data Warehousing, Integration & Exchange

وزارة العمل
MINISTRY OF LABOUR

01

Central Data Warehouse

Built an Informatica-based DWH as the national labor market data hub

02

Source Consolidation

Centralized employee, job seeker, company and trade license data

03

Automated Exchange

Automated data exchange among governmental and non-governmental entities

04

Quality-Assured Data

Delivered accurate, timely, quality-assured data for national reporting

05

Daily Reporting

Reduced the reporting cycle from monthly to daily updates

06

Partner Onboarding

Enabled onboarding of new partners and integration of diverse data types

- **Monthly to Daily**
- **Automated Exchange**
- **Better Data Quality**
- **Easy Onboarding**

Department of Culture & Tourism

Abu Dhabi

ABOUT DCT

The Abu Dhabi Department of Culture and Tourism (DCT) promotes Abu Dhabi as a cultural and leisure destination, with its BI Department acting as a central data hub. DCT sought a unified, intelligent cloud-native platform to automate data sourcing, metadata and quality.

CHALLENGE

Manual sourcing via email, slow manual quality reviews, no enterprise KPI taxonomy, reactive issue detection, effort spent cleansing instead of on insight, and limited scalability.



Cloud Data Warehouse Modernization

Six-Pillar Delivery Across Cloud Integration, Automation & Data Quality

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE AND TOURISM

01

Cloud-Native Platform

Implemented Informatica Intelligent Cloud Services as DCT's data platform

02

Automated Integration

Automated data integration, replacing manual sourcing via email

03

Automated Cleansing

Automated data cleansing to replace time-consuming manual quality reviews

04

Hybrid Architecture

Adopted a hybrid cloud and on-premises design for flexibility and scale

05

SLAs & Notifications

Introduced defined SLAs and automated stakeholder notifications

06

Agile Delivery

Applied an agile approach to speed delivery and adapt to evolving needs

- 1,500+ Hours Saved
- Daily KPI Reporting
- 1-Day Monthly Cycle
- Scalable Cloud DWH

Sharjah

UAE

ABOUT SHARJAH

Sharjah is a founding member of the UAE, recognized for its cultural and commercial prominence and significant intellectual and economic growth. Sharjah needed a robust data integration environment on Informatica PowerCenter to enhance integration and reporting.

CHALLENGE

Establishing a brand-new data integration platform, guiding the IT team to adopt development best practices, and migrating legacy application jobs into ETL processes.



Informatica PowerCenter Environment Implementation

Six-Pillar Delivery Across Platform Build, ETL Migration & Enablement

01

Platform Build

Built and deployed the Informatica PowerCenter environment end to end

02

Legacy Job Conversion

Converted legacy application jobs into efficient ETL workflows

03

Processing Efficiency

Improved data processing and reporting efficiency on the new platform

04

Best-Practice Workshops

Ran workshops to embed development best practices in the IT team

05

Documentation

Delivered comprehensive documentation for future reference

06

Operations Roadmap

Set a clear roadmap and best practices for ongoing operations

- Operational Platform
- Modern ETL Jobs
- Empowered IT Team
- Clear Roadmap

FCSA

UAE

ABOUT FCSA

The Federal Competitiveness and Statistics Authority (FCSA) is a federal authority reporting to the UAE Cabinet, established in 2015 to enhance the UAE's global competitiveness and statistics. FCSA needed a secure integration platform to share data across government entities.

CHALLENGE

Legacy systems limiting data sharing, no environment for real-time or scheduled exchange, limited modern ETL skills, no inter-entity standards, and many connection types to support.



Unified Data Integration Platform

Six-Pillar Delivery Across Integration, Inter-Entity Exchange & Enablement

المركز الاتحادي للتنافسية والإحصاء
FEDERAL COMPETITIVENESS AND STATISTICS CENTRE

01

Integration Environment

Implemented Informatica Standard and Data Quality Advanced Editions

02

Custom ETL Jobs

Built custom ETL jobs to replace legacy application jobs

03

Inter-Entity Bridges

Established communication bridges between FCSA and government entities

04

Diverse Connectivity

Enabled FTP, SFTP, database, SOAP web service and REST API connections

05

Best Practices

Introduced standards for data development and integration management

06

Capacity Building

Ran workshops and hands-on training to build long-term IT capability

Scalable Platform | **Modern ETL** | **Connected Entities** | **Empowered IT Team**

Saudi Electricity Company

Saudi Arabia

ABOUT SEC

Saudi Electricity Company (SEC) is the Kingdom's primary electric power utility, responsible for generation, transmission and distribution. SEC needed a fully integrated, secure data management platform to comply with NDMO regulations and strengthen internal data governance.

CHALLENGE

No unified platform for governance and quality, legacy systems risking inconsistency, a need for automated, scalable data management, and NDMO compliance requirements.



Unified Data Management Platform

Six-Pillar Delivery Across IDMC, Governance, Quality & MDM

الشركة السعودية للكهرباء
Saudi Electricity Company

01

Informatica IDMC

Implemented Informatica's Intelligent Data Management Cloud suite

02

Metadata Management

Centralized metadata management through Cloud Data Governance & Catalog

03

Automated Data Quality

Integrated CDQ to automate data quality assessments and reporting

04

Master Data

Implemented MDM to standardize critical data across business units

05

Cloud Architecture

Designed a scalable cloud-native architecture for flexibility and security

06

Team Enablement

Ran hands-on training to build SEC's technical self-sufficiency

- NDMO Compliance
- Higher Data Quality
- Automated Data Mgmt
- Self-Sufficient Teams

Ministry of Municipal, Rural Affairs & Housing

Saudi Arabia

ABOUT MOMRAH

The Ministry of Municipal, Rural Affairs and Housing (MOMRAH) oversees municipal and housing affairs in Saudi Arabia, driving sustainable urban development. MOMRAH needed a sustainable data governance framework aligned with its data strategy to enable data-driven decisions.

CHALLENGE

No decision support structure, unclear governance roles and responsibilities, no standard operating model, a need for DAMA-aligned policies, and gaps in data quality and availability.



Data Governance and Strategy Enablement

Six-Pillar Delivery Across Decision Support, Governance & DAMA Policies

وزارة الشؤون البلدية والقروية والإسكان
Ministry of Municipal Rural Affairs & Housing

01

Decision Support Unit

Established a unit aligning data governance with strategic objectives

02

Governance Framework

Designed a complete framework to manage and organize data assets

03

Roles & Structure

Defined governance roles and responsibilities across departments

04

Operating Model

Developed a practical model to run and sustain governance activities

05

DAMA Policies

Standardized policies for collection, storage, analysis and quality

06

Data-Driven Culture

Embedded data-driven decision-making through standards and capacity building

Decision Support Unit | **Governance Framework** | **Clear Roles** | **DAMA-Aligned Quality**

Statistics Center Abu Dhabi

UAE

ABOUT SCAD

Statistics Center Abu Dhabi (SCAD) is the leading agency for collecting, analyzing and disseminating statistical data in Abu Dhabi, supporting policy and decision-making. SCAD needed a unified integration environment to consolidate sources, improve quality and enable self-service.

CHALLENGE

Fragmented silos across disparate sources, no unified semantic layer, weak profiling and monitoring, no enterprise-scale storage and processing, and self-service demand under strict governance.



Unified Data Integration and Analytics Platform

Six-Pillar Delivery Across Integration, Semantic Layer & Data Quality

مركز الاحصاء
STATISTICS CENTRE

01

62-Source Integration

Integrated 62 source systems into a robust data integration framework

02

Semantic Layer

Built a unified semantic layer and self-service analytics platform

03

Quality Monitoring

Implemented data profiling, monitoring and management processes

04

Lineage & Assurance

Established lineage tracking and QA to build trust in statistical outputs

05

Enterprise DWH

Designed and scaled an EDW for large-scale structured processing

06

Modern Data Lake

Engineered a data lake for efficient, flexible and scalable storage

62 Sources Unified | **EDW + Data Lake** | **Trusted Statistics** | **Self-Service BI**

Department of Health

Abu Dhabi

ABOUT DOH

The Department of Health – Abu Dhabi (DoH) is the regulator of Abu Dhabi's healthcare sector, ensuring quality, efficiency and safety of services. DoH needed a secure, integrated data environment to consolidate patient data, strengthen governance and ensure privacy compliance.

CHALLENGE

Fragmented patient and healthcare sources, strict international privacy rules, no central model for data exchange agreements, the need for golden records, and secure sharing across the UAE.



Unified Healthcare Data Management & Privacy

Six-Pillar Delivery Across Integration, Governance, Privacy & Golden Records

دائـــرة الـصـحـة
DEPARTMENT OF HEALTH

01

Source Integration

Integrated multiple sources for comprehensive, accurate healthcare data

02

Governance Controls

Formalized data management agreements for secure data exchange

03

Privacy & Security

Enforced strict privacy policies backed by secure cloud deployment

04

Golden Patient Record

Built a centralized patient information system with reliable golden records

05

Governed Data Sharing

Enabled sharing between DoH users and external UAE government entities

06

Better Care Decisions

Improved data reliability to support clinical decision-making and planning

Unified Patient Data | **Privacy Compliance** | **Golden Records** | **Better Outcomes**

Abu Dhabi Executive Council

UAE

ABOUT ADEO

The Abu Dhabi Executive Council (ADEO) is a high-level governmental body supporting and guiding the emirate's government in strategic decisions and policy. ADEO needed a scalable, high-performance DWH with seamless integration and advanced governance to empower planning.

CHALLENGE

No central platform for source integration, a need for self-service semantic reporting, strict privacy and security for cloud deployments, future data growth, and formal governance practices.



High-Performance DWH & Data Governance Framework

Six-Pillar Delivery Across DWH, Integration, Self-Service & Governance

01

High-Performance DWH

Built a DWH on Informatica Cloud for fast, reliable strategic analysis

02

Integration Workflows

Connected multiple sources with flexible, scalable integration workflows

03

Semantic Layer

Created a unified semantic layer for self-service reports and dashboards

04

Privacy & Security

Established secure cloud deployment and data protection frameworks

05

Governance Standards

Implemented standards for data quality, reliability and accountability

06

Future-Proof Design

Designed to absorb new sources and ADEO's growing data needs

Real-Time Access | **Self-Service BI** | **Strong Governance** | **Future-Proof Scale**

Saudi Energy Efficiency Center
Saudi Arabia

ABOUT SEEC

The Saudi Energy Efficiency Center (SEEC) develops and promotes initiatives to improve energy efficiency across the Kingdom and monitors energy consumption. SEEC needed to move from decentralized Excel-based data to an integrated DWH with better quality and analytics.

CHALLENGE

Fragmented Excel-based data management, no central DWH for energy data, no data catalog, no real-time dashboards for strategy, and a need for scalable infrastructure.



Centralized DWH & Analytical Layer

Six-Pillar Delivery Across Data Catalog, SQL Server DWH & Power BI

كفاءة
المركز السعودي لكفاءة الطاقة
Saudi Energy Efficiency Center

01

Enterprise Data Catalog

Built a full catalog on Informatica EDC to organize and improve data assets

02

SQL Server DWH

Consolidated multiple sources into a central DWH, replacing Excel files

03

Power BI Analytics

Delivered dashboards and reports for energy efficiency decision-making

04

Scalable Architecture

Enabled seamless integration of new data sources as needs evolve

05

Governance & Quality

Embedded governance and quality practices for a reliable environment

06

Efficient Reporting

Streamlined reporting to support better-informed energy initiatives

- Excel to DWH
- Cataloged Data
- Real-Time Dashboards
- Scalable Foundation

Dubai Police

UAE

ABOUT DUBAI POLICE

Dubai Police ensures the safety, security and well-being of Dubai's residents and visitors and continuously adopts advanced technologies. It needed an integrated, scalable governance and quality framework to improve data accuracy, consistency and compliance.

CHALLENGE

No unified view of data assets across departments, inconsistent data quality, no formal governance policies, no integrated governance platform, and a need for capacity building.



Data Governance and Quality Management Platform

Six-Pillar Delivery Across Cataloging, Data Quality & Governance

شرطة دبي
DUBAI POLICE

01

Enterprise Data Catalog

Deployed Informatica EDC as a central metadata repository for discovery

02

Data Quality (IDQ)

Automated profiling, cleansing and monitoring for accuracy and completeness

03

Axon Governance

Documented ownership, definitions, policies and processes in Axon

04

Custom Policies

Developed policies compliant with local and international standards

05

Secure Operations

Improved data reliability for security and administrative operations

06

Workshops & Training

Trained key personnel for effective adoption of tools and frameworks

Integrated Platform | **Accurate Data** | **Policy Compliance** | **Skilled Teams**

Department of Culture & Tourism

Abu Dhabi

ABOUT DCT

The Department of Culture and Tourism (DCT) – Abu Dhabi promotes the emirate's heritage, culture and tourism sectors through data-driven strategy. DCT needed to move its data governance from a legacy on-premise system to a scalable, secure cloud platform.

CHALLENGE

On-premise scalability limits, manual discovery, cataloging and compliance, high hardware and maintenance costs, compliance risk from low automation, and future AI-driven use cases.



Data Governance Migration to Cloud

Six-Pillar Delivery Across Assessment, Cloud Migration & Automation

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE AND TOURISM

01

Asset Assessment

Identified critical governance assets and technical dependencies

02

Platform Selection

Selected a scalable, secure cloud platform for DCT's requirements

03

Governance Automation

Automated discovery, cataloging and compliance monitoring

04

Secure Migration

Executed a risk-free transfer of sensitive governance assets

05

Real-Time Monitoring

Strengthened compliance with real-time monitoring and reporting

06

Team Enablement

Ran training and workshops to maximize the new platform's value

- **Cloud Migration Done**
- **Automated Governance**
- **Lower Costs**
- **Compliance-Ready**

Abu Dhabi Executive Council

UAE

ABOUT ADEO

The Abu Dhabi Executive Council (ADEO) is a high-level governmental body supporting and guiding the emirate's government in strategic decisions and policy. ADEO sought to break down data silos and create a unified, secure platform for internal and external data collaboration.

CHALLENGE

Fragmented departmental data silos, manual and insecure sharing processes, missed data monetization opportunities, and governance and security concerns for sensitive data.



Implementation of a Data Marketplace

Six-Pillar Delivery Across Snowflake Marketplace, Access & Monetization

مكتب أبوظبي التنفيذي
ABU DHABI EXECUTIVE OFFICE

01

Marketplace Architecture

Built a secure, scalable marketplace on Snowflake data sharing and multi-tenancy

02

Unified Data Access

Integrated siloed sources for seamless cross-department access

03

Data Monetization

Enabled new data products for distribution to external partners

04

Security & Compliance

Applied access controls, encryption and governance for secure sharing

05

Scalable Growth

Designed to onboard new users and datasets as demand grows

06

Training & Adoption

Ran hands-on workshops for internal teams and external stakeholders

- Unified Ecosystem
- Faster Data Sharing
- New Revenue Streams
- Secure Compliance

Communications, Space & Technology Commission

Saudi Arabia

ABOUT CSTC

The Communications, Space & Technology Commission is Saudi Arabia's regulator for communications, space and technology, supporting the country's digital goals. It aimed to modernize its data infrastructure by moving from on-premises Informatica to Informatica Cloud.

CHALLENGE

Legacy on-premises limits and manual maintenance, high infrastructure costs, inconsistent governance across disparate sources, slow data workflows, and compliance obligations.



Migration to Informatica Cloud

Six-Pillar Delivery Across Cloud Migration, Governance & Cost Efficiency

01

End-to-End Migration

Moved EDC, Axon and Data Quality to Informatica Cloud (CDI and CDGC)

02

Subscription Model

Adopted a flexible subscription model that cut infrastructure costs

03

Automated Governance

CDGC improved data visibility, automated governance and compliance

04

Faster Deployment

Accelerated rollout of data workflows for greater agility

05

Ongoing Security

Gained automatic updates, patches and enhanced security features

06

Team Enablement

Delivered training and documentation to support cloud operations

Lower Costs | **Automated Governance** | **Faster Workflows** | **Future-Ready Cloud**

Abu Dhabi Executive Council

UAE

ABOUT ADEO

The Abu Dhabi Executive Council (ADEO) is a high-level governmental body supporting and guiding the emirate's government in strategic decisions and policy. ADEO needed a unified data platform consolidating data from multiple entities into a trusted, real-time source.

CHALLENGE

Siloed data across 20 government entities, inconsistent formats and complex legacy integration, no executive dashboard platform, and needs for governance, metadata and self-service.



Implementation of a Scalable Modern Data Platform

Six-Pillar Delivery Across Modern DWH, iPaaS, Catalog & Governance

01

Modern DWH

Built a DWH covering five subject areas sourced from 20 entities

02

Informatica iPaaS

Automated integration through cloud data integration and API services

03

Enterprise Data Catalog

Improved discovery, inventory, preparation and lineage tracking

04

Axon Governance

Defined visibility rules, approval workflows and governance structures

05

Semantic Layer

Let business users build reports and dashboards with less IT dependency

06

Real-Time & Batch

Delivered a high-performance environment for real-time and batch loads

- One Source of Truth
- 20 Entities Unified
- Self-Service BI
- Robust Governance