

Building a *World-Class* Self-Service Analytics Platform

→ Challenge

A major healthcare organization relied heavily on manual reference materials, including Excel, PDFs, and legacy applications, resulting in fragmented and inconsistent data. Limited automation led to error-prone updates, hard-coded report logic, and more than 2,700 duplicate or redundant reports. These legacy approaches produced inaccurate, non-standardized measures that slowed decision-making and made it difficult to maintain historical continuity during the transition to new enterprise applications, including the Epic electronic health record (EHR) system.

→ Solution

SEI designed and delivered a modern data foundation to standardize reporting, improve reliability, and enable self-service analytics across the organization. The solution included:

- Building a highly curated enterprise data warehouse (EDW) in Snowflake, integrating patient financials, operational finance, procurement, and spend
- Automating enterprise-wide categorizations and hierarchies to eliminate manual updates and standardize data across systems
- Applying AI and cognitive services to unlock unstructured data from invoices and contracts, while preserving continuity during enterprise system migrations
- Developing intelligent, automated integrations to support enterprise-wide data ingestion
- Delivering a self-service Tableau platform with embedded metrics, strong data quality controls, and training resources to support adoption

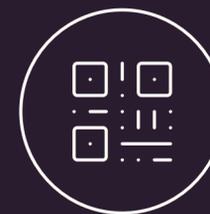
→ Results

The new data ecosystem enabled business users to leverage information reliably and with confidence. Through this work with our team, the organization:

- Standardized metrics and KPIs within the semantic layer, reducing redundancy and inconsistent definitions
- Helped business users build analytics and reports in hours instead of months, without technical support
- Improved data accuracy and completeness compared to legacy reporting assets
- Enhanced user adoption and collaboration through education, training, and a simplified self-service experience — demonstrated by a finance leader with no prior Tableau experience building a complete P&L report in under an hour



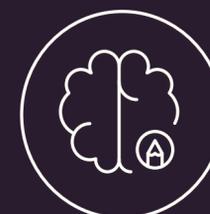
Data Analytics



Data Modernization



Data Strategy



Solution Design