



CASE STUDY

MODERNISING DATA FOR A LEADING INDUSTRIAL SERVICES ORGANISATION WITH MICROSOFT FABRIC



CUSTOMER SUMMARY

A leading industrial services and construction support organisation headquartered in South Africa partnered with 4Sight to modernise its data platform and unlock faster, more reliable business insights. Within just two months, the organisation successfully migrated from Azure Synapse to Microsoft Fabric, creating a unified, scalable analytics environment that now supports over 350 users across the business.

By implementing a best-practice data architecture and optimising reporting performance, the organisation gained a future-ready platform designed to support advanced analytics, improved governance, and faster decision-making.



CHALLENGES

The organisation faced growing pressure to modernise its data environment as operational complexity increased.

Key challenges included:

- Fragmented data across regions, making consolidation and analysis slow and inefficient
- Performance limitations within Azure Synapse, which struggled to support growing data volumes and reporting demands
- A need for a modern, scalable platform capable of supporting advanced analytics and future innovation
- Increasing demand for broader reporting access across the organisation
- Data processes that required greater speed, reliability, and governance

The business required a solution that would not only replicate existing capabilities but significantly enhance performance and usability



CUSTOMER REQUIREMENTS

To support its digital transformation goals, the organisation sought to:

- Migrate its full data estate from Azure Synapse to Microsoft Fabric
- Implement a best-practice Medallion Architecture to improve governance and scalability
- Accelerate pipeline performance and optimise data refresh cycles
- Create a more intuitive analytics environment for business users and technical teams
- Migrate all Power BI assets without disrupting operations
- Enable organisation-wide access to trusted reports
- Standardise data processes in line with Microsoft best practices
- Establish a future-proof platform ready for **AI**, machine learning, and advanced analytics



SOLUTION

4Sight delivered a full-scale migration to Microsoft Fabric, consolidating pipelines, notebooks, SQL workloads, and reporting into a single high-performance platform.

A structured Bronze, Silver, Gold Medallion Architecture was implemented within the Fabric Lakehouse, significantly improving data quality, lineage, and governance while enabling seamless ecosystem integration.

Data pipelines were re-engineered for faster loads, stronger error handling, and automated refreshes, creating a more stable engineering environment.

Centralised semantic models now house business logic and support multiple reports, while embedded workspaces enable secure, cost-effective access for a wider user base.

The project concluded with full documentation, lineage mapping, SOPs, and user training — ensuring long-term sustainability and adoption.

HEAD OF ICT, INDUSTRIAL SERVICES ORGANISATION

The team personifies exactly what I want in an engagement from a supplier. You can be justifiably proud of this unit within 4Sight.



KEY FEATURES IMPLEMENTED

- End-to-end migration from Azure Synapse to Microsoft Fabric
- Lakehouse architecture with Delta tables
- Full Medallion data model
- Optimised and automated pipelines
- Centralised semantic models
- Embedded reporting workspace
- Standardised and modernised Power BI reports
- Performance optimisation across queries and relationships
- Governance structures with secure access controls
- Comprehensive documentation and training

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This sub-project was critical to a larger Dynamics initiative, and non-delivery would have had catastrophic downstream impacts. The team has proven they are trustworthy — I have full confidence in their recommendations and estimates.





BUSINESS IMPACT

Following the implementation, the organisation experienced transformative operational improvements:

- **Centralised Data Environment:** Previously siloed regional data is now unified, reducing complexity and lowering infrastructure overhead.
- **Faster Processing & Reporting:** Fabric's architecture dramatically improved pipeline reliability and report refresh speeds.
- **Scalable, Future-Ready Platform:** The new environment supports advanced analytics capabilities and positions the organisation for continued innovation.
- **Reduced Licensing Costs:** Embedded reporting allows broader access without requiring individual Power BI licenses.
- **Improved Data Quality:** Structured data layers enhanced trust, consistency, and reporting reliability.
- **Enhanced User Experience:** Modernised reports deliver faster performance and more intuitive navigation.
- **Stronger Governance & Security:** Clear access controls and workspace structures ensure compliant, secure data sharing.
- **Simplified Support & Maintenance:** Centralised models and improved monitoring reduce operational overhead for IT teams.

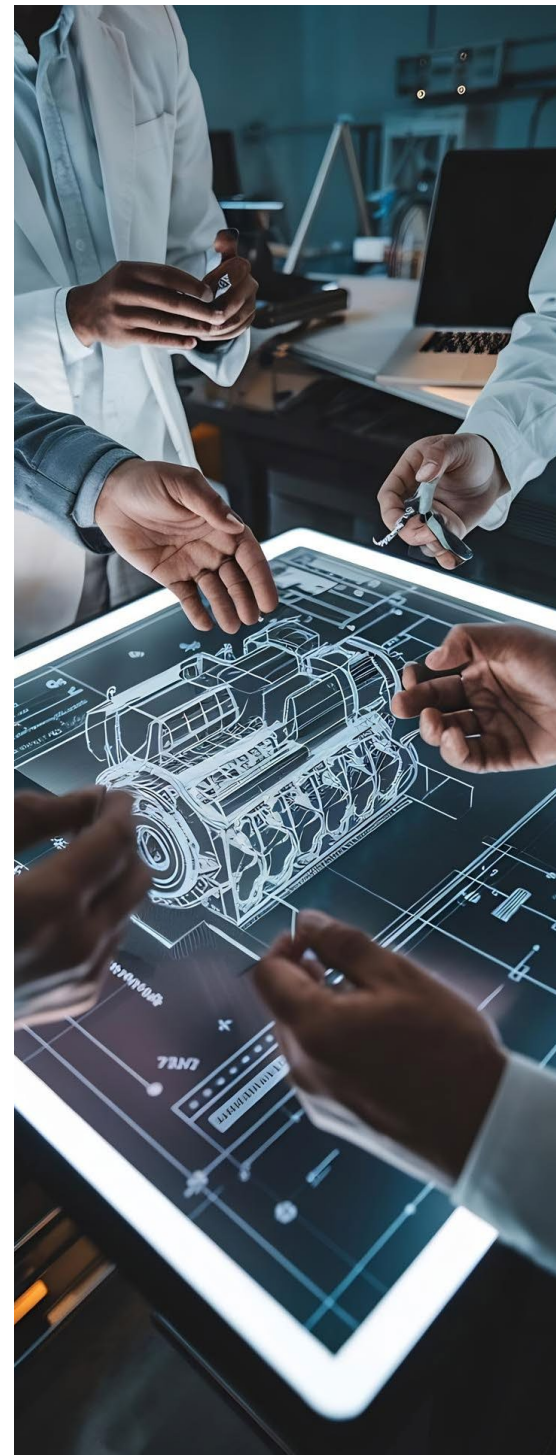
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I would like to formally commend and thank your project team. Every activity and deliverable was highly professional and detailed. Despite Microsoft Fabric being relatively new, the team demonstrated exceptional skill and delivered against stretched targets with confidence.



RESULTS

- Successfully migrated a complex enterprise data environment in just two months
- Enabled trusted reporting for 350+ users
- Significantly improved refresh speeds and pipeline stability
- Expanded report access while reducing licensing costs
- Established a scalable analytics foundation aligned with long-term business strategy



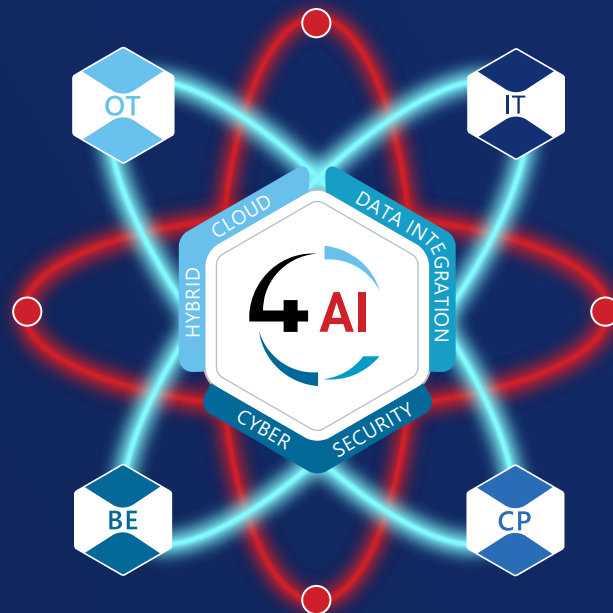


4Sight Holdings Limited (4Sight) is a multinational, diversified technology group listed on the General Segment of the Main Board of the JSE (ticker: 4SI). Our purpose is to leverage our extensive products and services portfolio, focused on **AI** technologies, people, and data-focused solutions, to

design, develop, deploy and grow solutions for our partners (customers and vendors).

The company's mission is to empower our partners to future-proof their businesses through Digital **AI** Transformation to make better and more informed decisions in the modern digital economy.

4Sight's business model enables its partners to take advantage of products and solutions within its group of companies, which will allow them to enjoy turnkey Digital **AI** Transformation solutions across industry verticals.



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