

Summary

The Native Women's Association of Canada is founded on the collective goal to enhance, promote, and foster the social, economic, cultural and political well-being of First Nations, Métis and Inuit women. NWAC is an aggregate of thirteen Native women's organizations from across Canada and was incorporated as a non-profit organization in 1974. After relying on a mix of disconnected legacy systems, the Native Women's Association of Canada was ready to implement a modern unified platform to better manage operations and offer digital services.

Challenge

The Native Women's Association of Canada used various on-premises systems and legacy databases that were isolated from one another. Due to the lack of connection between the systems, the organization's IT, finance, national, and operations staff often dealt with information silos, making it difficult to effectively serve its communities of users. Information was difficult to find and share and was often duplicated, making it difficult to know the "version of truth".

The Native Women's Association of Canada wanted the ability to update information across the system with ease, and to provide its communities ways to collaborate and easily find and share information.

Strategy

The Native Women's Association of Canada worked with HELUX on a 4-month digital transformation roadmap to modernize the management of Native Women's Association operations and digital service offerings. As part of this project, teams across the national organization worked with HELUX to discuss their pain points, existing and legacy systems, and key use cases for a new modern platform. In assessing their need for better Content Services and collaboration, NWAC initially conducted focus group sessions with senior management and users that were followed up with interviews and a review of relevant documents. Based on this research, several key areas were identified as critical to improving the exchange of information within the company and also to external stakeholders.

The new digital platform and recommendations for modernization revealed a need for a cloud-based solution with mobile access, an improved information architecture, business process automation, and modern web page capabilities. After evaluating its options, NWAC chose Microsoft Cloud solutions as its preferred choice including

SharePoint Online, Teams, Forms, Flow, Power BI, the THEMIS IA tool for information architecture, and taking advantage of Microsoft's non-profit pricing.

HELUX used our THEMIS IA software to build out an enterprise information architecture reflective of NWAC's organizational structure and security controls and then incorporated Microsoft SharePoint and SharePoint modern pages to provide unique self-service portal experiences that enable mobility and increase engagement with ministerial staff across the country. Microsoft Teams is used to provide managed collaboration tools and online workspaces. NWAC uses Flow and Power BI to gain efficiencies through business process automation.

Results

The modernization initiative has allowed NWAC to more easily access their systems from anywhere – onsite, online or on a mobile device – and have access to accurate and up-to-date information for staff and their constituent stakeholders. The net result of the move to Microsoft Cloud solutions for NWAC is expected to be high for rural communities and for providing access to important resources for the indigenous community at large.