

WHEREscape CASE STUDY



JSSA Enhances Operational Efficiency and Data Management with WhereScape

Background

Founded in 1894, Jewish Social Services Agency (JSSA) is a health and social wellness agency, which has grown to become a cornerstone of social services in Maryland. JSSA offers a wide array of support including mental health services, senior care, disability support, hospice assistance, adoption and foster care, and transportation services for those in need. With over 400 dedicated employees, JSSA serves a diverse and growing community across the region.

The Challenge

Before integrating WhereScape, JSSA faced data management challenges. The fragmented data processes required the team's data analyst to put in extensive manual effort to load, transform, and maintain data across disparate systems, requiring them to consider costly additional hires. JSSA's Data Analyst, Damilola Benedict, said, "You're paying a developer. You're paying a data analyst. You're paying a business analyst. That's going to be a lot." Furthermore, the lack of automation, coupled with the high volume of raw data coming in, hindered timely reporting and accurate business insights.

The Solution

JSSA turned to WhereScape to help cleanse and automate their data infrastructure. Damilola remarked, "It served to get my data structure clean. You have millions of lines of code. Now you can just change that once without going in and changing one after another." WhereScape enabled JSSA to automate the design and development of their data warehouse, replacing manual processes and greatly reducing the required effort. The tool also enabled JSSA to produce accurate reports and ensured their data infrastructure could grow alongside the company without compromising performance.



FOR MORE INFORMATION

Damilola Benedict, Data Analyst for JSSA can be reached through her email at dbenedict@jssa.org, or through [LinkedIn](#).

The Benefits

The deployment of WhereScape RED brought about several benefits:

► AUTOMATED WORKFLOWS

WhereScape RED automated previously manual data processes, allowing JSSA to schedule and execute data transformations and loading operations, freeing up valuable time for strategic analysis.

► OPERATIONAL EFFICIENCY

By eliminating the need for extensive hand-coding and scripting, WhereScape RED accelerated data delivery times. This enabled the JSSA team to provide timely insights to stakeholders across hospitals, finance, HR, and program management, enhancing overall operational efficiency.

► COST SAVINGS

The reduction in manual effort removed the need to hire additional analysts, allowing the agency to reallocate funds toward other service programs and initiatives.

► SCALABILITY

As JSSA's data needs grew, WhereScape RED proved scalable and adaptable, accommodating increased data volumes and complexity without compromising performance.

► USER-FRIENDLINESS

The intuitive interface of WhereScape RED enabled non-technical stakeholders to access and utilize data insights more effectively, fostering a data-driven culture within the agency. "You don't have to be a developer to load, transform, and store your data," Damilola commented.

WhereScape RED has transformed how JSSA manages its data assets. The platform's automation capabilities have not only enhanced operational efficiency but also empowered JSSA to leverage data as a strategic asset for decision-making and program development.

“It’s been life-changing... It serves so many purposes, it’s been a great experience.”



Damilola Benedict
Data Analyst at JSSA