

# Unifying Inspiro's Data To Drive AI- Powered Insights With Microsoft Fabric

## EXECUTIVE SUMMARY

Inspiro, a multinational customer experience outsourcing provider, manages a massive, distributed workforce and handles large volumes of data daily across HR, talent acquisition, and finance.

While the company had already made strides toward modernization using Azure Synapse, its data ecosystem was still fragmented and difficult to scale. With data volumes growing over 213% annually and report turnaround times stretching 1–2 days, decision-makers struggled to act quickly on workforce and financial insights. The turning point came when Inspiro moved beyond basic infrastructure upgrades to fully reimagine its data operating model.

Tiger Analytics partnered with Inspiro to design and implement a unified, AI-ready enterprise data foundation on Microsoft Fabric, cutting report generation time by 95%, improving governance, and enabling predictive insights for workforce optimization and financial forecasting.

## Client Overview

Inspiro is a global leader in customer experience outsourcing, headquartered in the Philippines, with a presence in North America, Latin America, Europe, and Asia. The company serves diverse industries, including telecommunications, banking and financial services, healthcare, and e-commerce, through more than 100 strategic delivery centers worldwide.

### THE CHALLENGES

## Scaling Insights for a Growing Enterprise

As Inspiro continued to expand its global operations, its data ecosystem needed to keep pace with rising demands for speed, accuracy, and intelligence. While the company had a cloud data platform in place, the rapid growth in data volume and diversity introduced new complexities:

- **Reporting Bottlenecks:** Essential business reports could take up to 1–2 days, as teams navigated manual preparation steps and legacy data pipelines.
- **Data in Silos:** Information across HR, recruitment, and finance remained in separate systems, making cross-functional analysis slower and more resource-intensive.
- **Limited Automation:** Many processes still required manual intervention, increasing the operational workload and the potential for errors.

- **Access Management Gaps:** Data sharing relied on manual processes, making it harder to implement precise, role-based controls.
- **Delayed Trend Analysis:** Query speeds limited timely historical analysis—vital for functions like workforce planning and financial forecasting.
- **Opportunity for AI-Driven Insights:** While rich data was available, there was no AI-led forecasting, alerting, or recommendation system to proactively guide decisions.
- **Data Growth Pressure:** With annual data volume growing by over 213%, the existing architecture needed to evolve for scalability and resilience.

#### THE ASK

## Strategic Need for a Modern Data Foundation

Inspiro embarked on a strategic initiative to shift from a fragmented, reactive data posture to a unified, intelligent, and future-proof analytics ecosystem. The company set out to:

- **Establish a scalable, self-service data platform** for business teams
- **Unify siloed systems** into a single source of truth
- **Enable AI-powered insights** to support faster, smarter workforce and financial decisions
- **Reduce operational inefficiencies** and lower infrastructure costs
- **Migrate from Azure Synapse to a modern platform without disruption**

## Solution: Building a Unified, AI-Ready Enterprise Data Foundation on Microsoft Fabric

While Synapse had previously served their reporting needs, fragmented systems, manual workflows, and growing demands across HR, talent acquisition, and finance necessitated a new, more unified foundation.

Microsoft Fabric emerged as the ideal platform, chosen for both its strong technical capabilities and its alignment with Inspiro's existing Azure investment, offering a fully integrated, SaaS-based data ecosystem. Tiger identified this opportunity early and drove the Fabric-first strategy, backed by our own proprietary accelerator, Tiger Weave, which expedited deployment and brought governance, automation, and AI-readiness out of the box.

Tiger's approach went far beyond a simple lift-and-shift migration, delivering a complete redesign of Inspiro's data architecture around Microsoft Fabric's modern capabilities.



### Why Microsoft Fabric Was the Right Fit

Tiger Analytics recommended Fabric after a targeted assessment of client needs, architecture complexity, and future-state AI and self-service goals.



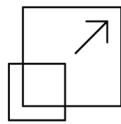
Three core drivers informed the decision:



**Unified SaaS Platform:** Fabric consolidates data integration, storage, transformation, and consumption, eliminating the overhead of stitching together multiple services.



**OneLake and Lakehouse Architecture:** This was essential to unify HR, hiring, and financial data from disparate systems into a single source of truth, while enabling schema evolution and mixed workloads.



**Serverless, Cost-Efficient Design:** Inspiro required a lean, scalable infrastructure. Fabric's serverless model and integrated governance reduced operational overhead and provided a lower TCO compared to managing Synapse clusters or parallel third-party platforms.

## SOLUTION ARCHITECTURE

### Modular, Secure, Scalable

Tiger executed the transformation using a phased, domain-centric implementation strategy, embedding best practices around data engineering, governance, and business alignment.





### Lakehouse on OneLake

The architecture centered around OneLake, providing a unified data storage layer that allowed seamless access across business domains. A Fabric-native Lakehouse model supported diverse workloads, combining the flexibility of a data lake with the structured querying of a warehouse. This enabled enterprise-wide modeling without the performance or governance trade-offs typically seen in hybrid environments.



### Data Integration & Orchestration

Leveraging **Tiger Weave**, a proprietary Microsoft Fabric accelerator, Tiger built robust pipelines to ingest HR, talent acquisition, and financial data from a range of structured and semi-structured sources:

- APIs (e.g., PeopleStrong, JuegaOK for HRMS).
- Excel and CSV files via SharePoint/SFTP.
- Manual and legacy datasets historically maintained in silos.

Raw data was staged into Bronze layers, cleaned and standardized into Silver, and finally curated into Gold datasets aligned to semantic domains.

The ingestion and transformation aligning to medallion architecture was automated via Tiger Weave's reusable data engineering modules, ensuring speed, consistency, and audit capability.



### Governance and Compliance

Tiger designed a fabric-native governance framework that addressed Inspiro's strict requirements around access control, auditability, and data quality:

- Role-Based Access Control (RBAC) via MS Entra ID.
- Metadata-driven ingestion and lineage tracking via Azure SQL and Tiger Weave templates.
- A centralized Data Quality Framework for enforcing validations, deduplication, and enrichment.
- Audit-ready architecture aligned with industry compliance needs.



### Self-Service Enablement

Power BI dashboards, powered directly through Fabric, were built to support real-time decision-making across multiple domains: Workforce Analytics (attrition trends, headcount insights, demographics).

Recruitment Funnel KPIs (applications, conversion rates, time-to-fill).

Financial Metrics (forecast accuracy, operational cost tracking).

Through semantic modeling and centralized data access, business users gained self-service capabilities, reducing their dependency on IT and accelerating the time to insight.

## AI-Driven Insights & Automation

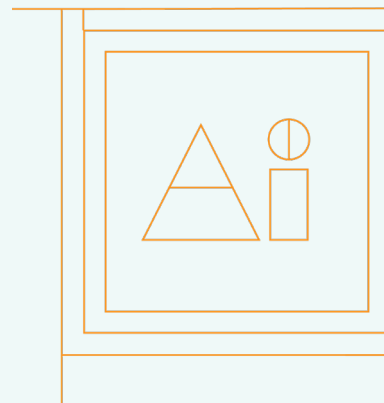
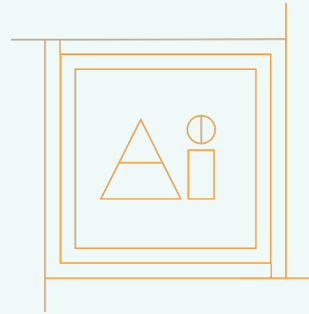
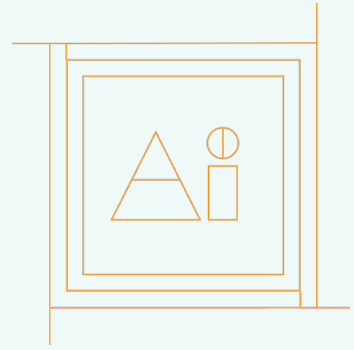
Tiger helped activate Fabric's advanced features to move from descriptive to prescriptive analytics:

**Microsoft Copilot** was integrated into the dashboards, enabling HR and Finance users to ask natural language questions and receive on-demand, AI-generated insights.

**Data Activator** was implemented to monitor critical events (e.g., sudden spikes in attrition, underperformance in recruitment) and trigger real-time alerts and automated workflows.

**AI was used** to optimize workforce planning and enhance hiring efficiency through predictive analysis.

These capabilities were actively brought into operation, enabling smarter, faster decisions in real business workflows.



# Accelerating Innovation on Fabric

A major differentiator in this transformation was Tiger Weave, Tiger Analytics’ proprietary accelerator for Microsoft Fabric. Deployed across the engagement, Tiger Weave contributed:

- Pre-built medallion lakehouse templates.
- Metadata-driven ingestion logic with audit and lineage.
- Reusable governance modules (RBAC, logging, quality checks).
- Cost optimization patterns leveraging Fabric’s serverless model.
- Out-of-the-box compatibility with Power BI, Copilot, and Data Activator.

Tiger Weave accelerated Inspiro’s time-to-value while building a solid foundation for future scale and cross-domain expansion.

Outcome	Before	After
Report Generation Time	1–2 days	~1 hour (95% faster)
Query Performance	Lagging, manual	Accelerated, automated
Data Errors	Frequent due to manual handling	Minimized with Data Quality Framework
Operational Costs	High infrastructure overhead	Reduced via serverless Fabric architecture
Data Access & Governance	Limited & manual	Role-based, self-service model
Insights	Manual reporting only	AI-powered recommendations across domains





## Looking Ahead

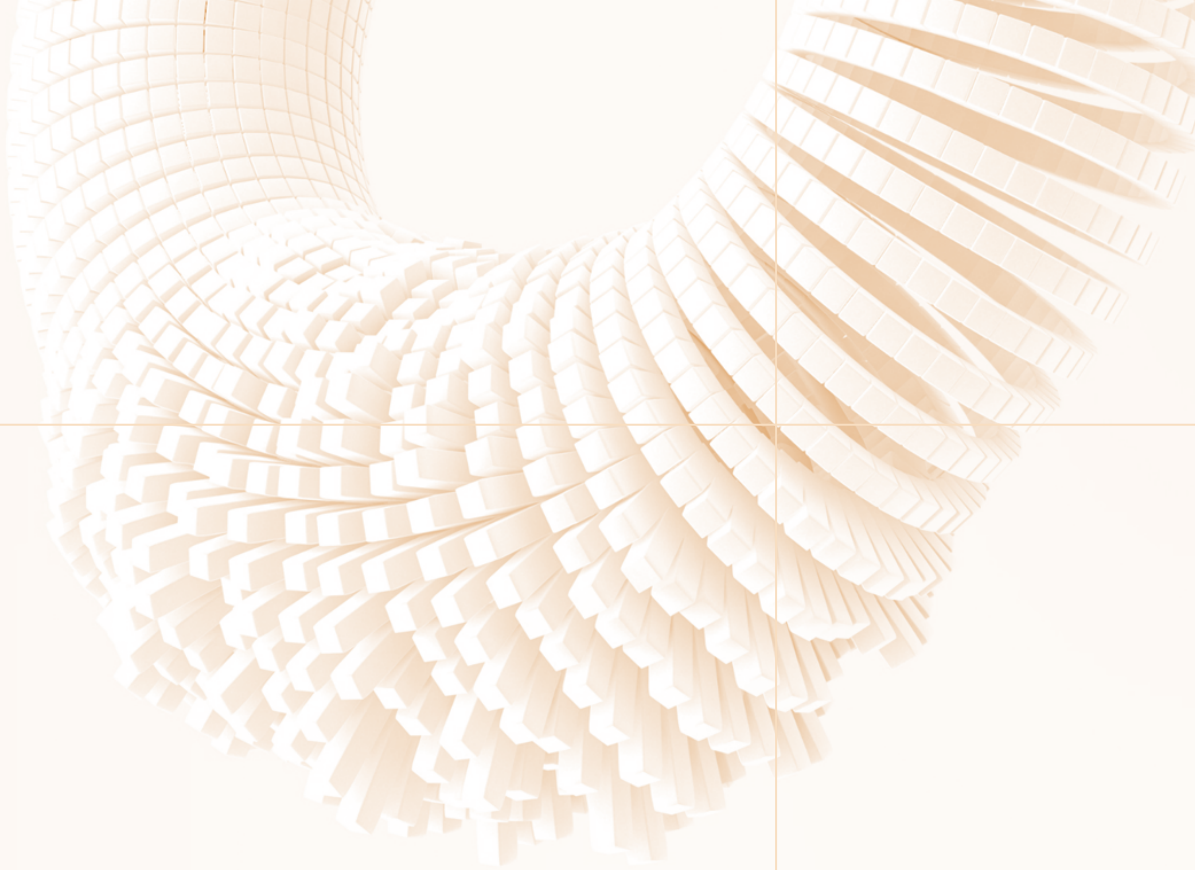
With the foundation in place, Inspiro is poised to unlock next-gen use cases such as:

- Attrition and absenteeism prediction
- AI-driven recruiter productivity analytics
- Real-time operational triggers using Fabric Data Activator
- Natural language insights with Copilot across Power BI and Fabric

## Rethink Data Modernization as an Operating Model Shift

Leading a complex enterprise with rapidly growing data demands? Evaluate whether your current architecture can serve as the operating backbone for AI-driven decision-making, not just for today's needs, but for the scale you'll need for the future.

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