QHSA Products Migration - Problem Statement

Current Challenge

- Quantium's health analytics products (Q.Checkup, Q.Checkup Lite, Q.Dose) are experiencing significant performance issues on our current Tableau on-premises infrastructure. Q.Checkup, our most comprehensive dashboard, takes 40-50 seconds to load, creating poor user experience and limiting product scalability
- Q.Hospitals is a new build in PowerBI Pro, and is expected to require complex enhancements in the next iteration that will likely require a larger dataset to support these enhancements
- Tableau requires high-touch support for even simple user requirements like resetting a password
- PowerBI Pro requires complex user onboarding when clients have their own PowerBI licences
- PowerBI Pro has limitations on size of underlying dataset (must be less than 1GB) and costs escalate significantly (2-3x) for PowerBI Fabric

Technical Context

- Data pipeline: Discovery → Azure → Snowflake → Tableau visualization (PowerBI for Q.Hospitals)
- Current infrastructure: Tableau on-premises across 9 servers, 3 environments. PowerBI Pro for Q.Hospitals.
- Dataset sizes: 1.5-3GB per product

Migration Objectives

Our solution must prioritise four critical factors:

1. **Cost Optimisation**: Reduce overall platform costs while eliminating expensive on-premises infrastructure maintenance
2. **AI Integration**: Enable opportunity to align with Quantium's AI strategy, including ability to explore natural language querying and advanced analytics capabilities. This will also create an opportunity for premium pricing tiers for access to AI-enhanced capabilities
3. **Scalability**: Support expected 5-10x subscription growth, rapid product evolution and handle growing data volumes without performance degradation and concurrency issues
4. **Capability for user self-service**: Support expected subscription growth without requiring proportional scaling of support team, by enabling more self-service functionality

Technical Requirements

- Improve current 40-50 second load times to under 5 seconds
- Maintain user experience during transition

- Support web-based access (primarily desktop users)

Constraints

- Need to maintain current functionality during migration
- Looking for modern web-based solutions rather than traditional BI tools
- New Tableau on-prem licence will expire in September 2026 and we would ideally not want to renew

Current Considerations

- Feature freeze under consideration for existing products to address performance issues
- Evaluating multiple migration options including Tableau Cloud, Power BI, native web-app, and potential Snowflake-based solutions

Desired Outcome

Implement a cost-effective, AI-enabled, scalable solution that reduces dashboard load times from 40-50 seconds to under 5 seconds while positioning our products for 5-10x subscription growth. The solution must support our AI transformation strategy, reduce operational overhead by eliminating on-premises infrastructure, and enable new revenue opportunities through enhanced capabilities. Success will be measured by improved client satisfaction, reduced support requests, accelerated onboarding of new clients, and migration of all Q.Checkup clients to the new platform by end of FY26 (June 2026).