

CASE STUDY: M365 Power BI

Smarter, Connected Digital Ecosystem



KEY TECHNOLOGIES



Kentico



Power BI



**Azure
DevOps**



KEYCLOAK

sonarqube

Transforming Newcomer Services in BC

Across British Columbia, the **Ministry of Municipal Affairs** plays a vital role in helping communities thrive, supporting local governments, advancing housing and development, and ensuring newcomers feel at home. Through cornerstone initiatives like the Newcomer Services Reporting System (NSRS), Immigration Integration Programs System (IIPS), and WelcomeBC, the Ministry connects people and programs, province-wide.

Behind the scenes, however, these essential systems were aging. Outdated tools, manual workflows, and siloed data made it difficult to manage services efficiently or track outcomes. To address this, the Ministry partnered with Falcon Software to modernize and transform their legacy systems into secure, scalable platforms.

The result: a suite of applications that empowers staff, supports providers, and helps newcomers settle confidently.



The Challenge

The BC Ministry of Municipal Affairs plays a vital role in supporting local governments, advancing housing and community development, and ensuring newcomers feel at home in British Columbia. However, the Ministry's legacy systems had become increasingly difficult to maintain and scale.

Core processes relied heavily on manual, Excel-based workflows that slowed operations, limited accuracy, and made it challenging to report and analyze data effectively. The Newcomer Services Reporting System, Immigration Integration Programs System, and WelcomeBC platform, all critical to supporting newcomers and service providers, required modernization to improve efficiency, sustainability, and user experience.

Fragmented systems, technical debt, and limited integration capabilities made collaboration cumbersome and reporting inconsistent. The Ministry needed scalable, secure, and modernized solutions to support its digital transformation goals.

Our Solution

Falcon Software partnered with the Ministry to modernize and unify these cornerstone programs, delivering a connected ecosystem that streamlines operations and enhances service delivery.

NSRS – Newcomer Services Reporting System

Falcon designed and developed a modern web application to replace the outdated Excel-based reporting process. Working closely with stakeholders, the team defined user workflows, built prototypes, and delivered a secure, user-friendly platform featuring contract management, reporting tools, and Power BI integration for advanced analytics.

IIPS – Immigration Integration Programs System

To extend the lifespan and enhance the performance of the IIPS platform, Falcon delivered a comprehensive modernization initiative. The platform was first upgraded to .NET 6 and subsequently advanced to .NET 8 to remain aligned with Microsoft's latest Long-Term Support (LTS) standards. This proactive approach ensures continued stability, an improved user experience, and a sustainable foundation for future growth. Falcon also provides ongoing maintenance, change management, and Program 2.0 implementation support.

WelcomeBC

As a central information hub for newcomers, WelcomeBC required ongoing enhancement and reliable technical support. Falcon provided continuous development, maintenance, and troubleshooting services, ensuring accessibility, security, and content reliability while maintaining alignment with evolving government standards and user expectations.

Together, these initiatives delivered a cohesive, data-driven ecosystem that improved efficiency, scalability, and long-term sustainability across all platforms.

Key Technologies

Backend: ASP.NET Core (C#), MVC, .NET 6, .NET 8 and Entity Framework

Frontend: Modernized frameworks with responsive design and accessible UI

Database & Analytics: SQL Server, Power BI

Authentication: KeyCloak, Siteminder, Active Directory Integration

Content Management System: Kentico CMS for WelcomeBC

Collaboration & Management: Azure DevOps, JIRA, and TFS

Quality Assurance: SonarQube for code quality, Cypress for end-to-end testing



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The Results

The partnership between the Ministry of Municipal Affairs and Falcon Software marked a turning point in how the province supports newcomers and local communities. What once relied on spreadsheets and outdated systems has evolved into a dynamic, digital ecosystem that empowers staff, strengthens collaboration with service providers, and delivers faster, more reliable outcomes for thousands of newcomers across British Columbia.

For the **NSRS**, modernization meant freedom from the limitations of complex Excel workbooks. Ministry staff and service providers now manage contracts, track activities, and generate reports through a seamless web application. What once took hours of manual data entry now happens in moments, supported by Power BI dashboards that turn information into actionable insight.

The **IIPS** story was one of revitalization. By upgrading to modern frameworks and refactoring legacy code, Falcon helped the Ministry reduce technical debt, improve system reliability, and introduce new tools like integrated client surveys. These enhancements not only improved usability but also gave program managers the ability to track employment outcomes and measure long-term success with greater accuracy.

Meanwhile, **WelcomeBC**, the province's online gateway for newcomers, has been given the stability and ongoing care it deserves. Through proactive maintenance, accessibility improvements, and feature enhancements, the site continues to deliver trusted information and resources to new residents, community leaders, and service providers. It remains a welcoming first step in the journey toward making British Columbia home.

Impact Highlights:

- **Operational Efficiency** – Manual reporting and tracking tasks that once took days are now completed in minutes, giving staff more time to focus on meaningful community support.
- **Data-Driven Decision Making** – Power BI analytics and centralized data enable faster, more informed decisions that strengthen accountability and improve program outcomes.
- **Enhanced Service Experience** – New systems empower Ministry staff and service providers with intuitive tools, while newcomers benefit from faster, more consistent support across all programs.

Project Delivery Team

Behind every successful project is a team of specialists who understand that technology is only as strong as the people who deploy it. To ensure the successful delivery of the Ministry's modernization initiatives, Falcon Software assembled a multidisciplinary team that combined technical excellence with deep business insight.

Leadership & Planning

Project leadership was provided by a dedicated Project Manager, Senior Team Lead, and Solution Architect who oversaw delivery timelines, stakeholder engagement, and technical strategy. Their coordination ensured every component aligned with the Ministry's objectives, standards, and vision for long-term scalability.

Business & Design

A skilled Business Analyst and UI/UX Designer worked closely with Ministry staff to capture complex requirements, map workflows, and create user-centered interfaces. Their efforts ensured that each solution was not only technically sound but also intuitive and accessible for both service providers and internal users.

Development & Engineering

Falcon's Full Stack .NET Developers and Power BI Developer brought the systems to life through modern frameworks, secure architectures, and data-driven insights. Their work translated business needs into robust applications that are scalable, maintainable, and compliant with government standards.

Quality Assurance & Support

A dedicated QA Testing Specialist and Application Support Team ensured that every feature met the highest standards for performance, reliability, and accessibility. Through rigorous testing, proactive maintenance, and responsive support, they helped the Ministry maintain long-term system health and user satisfaction.

Ministry of Municipal Affairs

Modernized critical systems for a more connected & responsive digital ecosystem



"I just want to take a moment to sincerely thank everyone at Falcon for the incredible team effort on WelcomeBC. Every one of you played a key role in deploying such a smooth project. Your collaboration and responsiveness made all the difference. I'm really grateful to be working with such a dedicated group." – **WelcomeBC**

Looking Ahead

Falcon Software is proud to have played a key role in this transformation. Our architects, developers, and project specialists worked closely with Ministry teams to design and deliver scalable, future-ready solutions that support the province's commitment to welcoming newcomers and building connected communities.

Ready to Modernize Your Digital Operations?

If your organization is ready to streamline workflows, enhance digital services, or modernize legacy systems, our team can help.

[Contact us today](#) to learn how Falcon Software can help build smarter, more connected solutions for your digital future.



Unlock Capacity.
Accelerate Delivery.
Ensure Compliance.