

Implementation of Business intelligence leads to real time reporting



Industry

BFSI

Overview

Financial sector reforms have always been a significant part for improvement in developing countries. Recently, it has also been stated critical for macroeconomic stability and globalization of the nation. Acting as a catalyst for the boom, government of India has nullified several of the norms obstructing the growth which eventually lead to the tremendous growth and stability in this sector.

Leading financial services giant attains real time reporting through self-authoring & in-memory BI



Client

Client is one of the leading players in the Indian financial services space. Client caters to a customer base of about a million customers, over a variety of mediums viz. online, phone and at other branches.

- No single version of truth available
- Human intervention led to error prone data and reports
- Lack of expertise to handle growing volumes of customer data while enabling operational analysis on a real time basis

Business needs

Some of the outcomes desired by the client were:

- Multiple sources for data with different data formats and types
- Excel format used for major reports
- Lack of expertise or architecture to handle the growing volumes of data
- Increased dependability on IT teams for data consolidation and query building

Challenges

- Multi location and multi-level diverse reporting requirements

Datamatics' Solution

Some of the key highlights of this engagement were

- Access complex enterprise-wide data quickly and reliably
- Gain accurate insight into risk exposure and risk management
- Proactively respond to rapidly changing conditions
- Adhere to efficient, auditable, repeatable processes
- Refine and potentially reduce financial reserve requirements
- Support regulatory and compliance

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 3 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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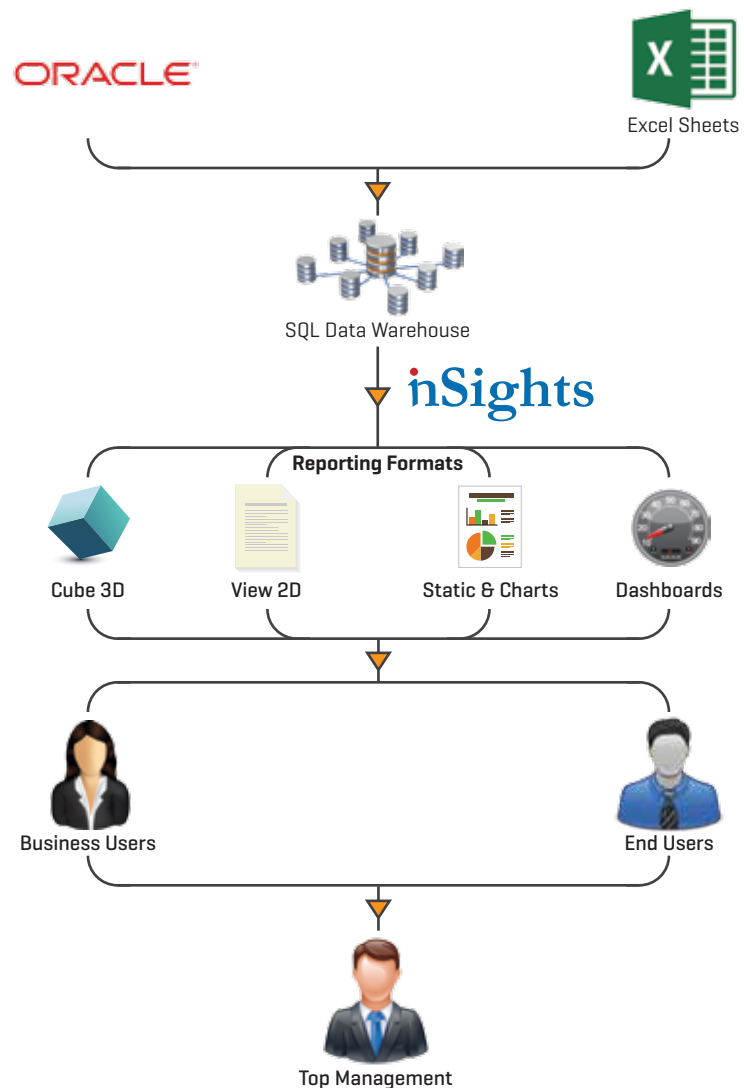
Approach

- Created a global data warehouse for enterprise-wide data access
- Pre-built important reports and dashboards to help gain additional risk analysis and risk management
- Gave a flexible and robust solution to help users to self-author their reports and dashboards

Benefits

- Users are empowered with the ability to self-author and analyze the data before the occurrence of any event without exposing critical information to other users
- Web UI has enabled business users to take effective and efficient decisions based on real time data
- Users are now able to develop fast and accurate insight to solve the complex business problems, react quickly to changing market trends while improving financial exposures and drive change thereby gain real-time insight into customer & market trends

Process



Result

Currently, many real-time reports are being used by 1000+ users across the web to monitor the business numbers and track productivity based on volumes & manpower from nSights.