

Data Governance

The Challenge

We are partnering with one of the largest Australian financial services companies who has historically used business grown around products rather than customers. With over 100 core business systems, there was no single view of customer data or business performance.

The organisation has relied on isolated information governance efforts, with no one having a single view of all information across the business. Analytical environments across both business and IT were duplicated, resulting in excessive maintenance and development costs.

An internal audit of 146 outputs from the current Customer Data Mart revealed that there was a high risk of poor Data Quality and Availability. The following improvements were identified:

- Creation of a single Enterprise Data Warehouse
- A new operational model for the EDW was established
- Implementation of a centralised Information Governance practice

Our Solution

InfoCentric employed best practices and thought leadership in the Information Management domain, underpinned by a team with trusted expertise and capabilities in not only technology but also Data Management.

The team was engaged to lead the development of the Data Governance Solution, which included:

- Data Quality principles and controls
- Remediation of current Customer Data Mart outputs
- Proof of Concept for Enterprise Information Governance

InfoCentric provided end-to-end capabilities, which involved the conceptual design of the Strategic EDW and core data models.

The Benefits

The team provided a cost effective Data Quality and Information Governance solution that resulted in greater understanding of core customer base. This allowed targeting marketing efforts to be developed, increasing revenue and saving time.

How will InfoCentric help enhance your organization Insight today and tomorrow?



Define



Plan



Build



Run

Policy Management	Requirements Analysis	Scheme Design	Data Quality Monitoring and Enforcement
Progress Modelling and Design	Impact Analysis	Data Architecture	Data Access Auditing and Reporting
Learning Management	Repository and Metadata Management	Data Quality Specification	Information Life Cycle Management

InfoCentric Data Governance and Information Management Components

Trusted Delivery Partner

"I'm delighted to have InfoCentric as a Trusted Core Delivery Partner, supporting our Customer Insights and Analytic infrastructure, which directly underpins the bank's Campaign Management and Customer Communications for the Australian division. InfoCentric continues to provide valuable thought leadership and future innovations, and remains integral in the development of our foundational Informational Management technologies and processes"

Senior Manager, Information Strategy and Delivery,
Major Australian Bank

"The business tells me that if we switched off the flow of information provided by your team, it would be like switching off their oxygen"

General Manager, Analytics

Engage with InfoCentric

Find out how InfoCentric can help you get more insight into your organisation's information today.

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