INFOCENTRIC
Insight On Demand

Data Quality

UTILITIES

The Challenge

A major Australian financial services company's critical operational system was experiencing data quality issues which were impacting customer relations and regulatory compliance. Existing data quality detection and resolution practices were complex, unclear and unable to keep up with the volume of errors.

This situation was set to worsen as a legacy system was to be decommissioned and its customers migrated to the operational system, increasing the number of customers by 50%.

The challenge was to reduce the number of data quality errors and increase business confidence in the data.

Our Solution

InfoCentric reviewed the current state in order to recommend and implement a phased approach to comprehensively address data quality management. This extended beyond the previous technical approach to address visibility to stakeholders, governance, business engagement and error resolution.

InfoCentric has also introduced a comprehensive approach to data quality management through implementing Best Practise principals and controls within the existing data warehouse. A data quality framework was produced to measure, analyse and report on data quality issues, creating a solid foundation for understanding across the business.

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

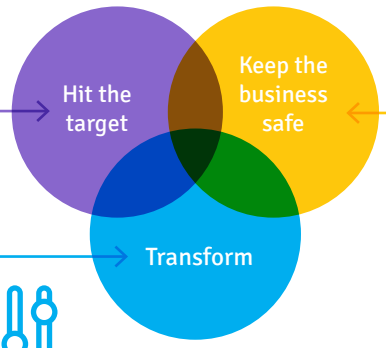
The Benefits

Our team provided cost effective data quality solutions that vastly reduced the number of errors. As a result the business is able to ensure regulatory compliance with accurate, trustworthy data. There is confidence across the business that data is reliable and can be independently audited. This has also had a direct impact on customer service through more accurate reporting across many areas.

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

1. Pre-Migration

- Reduce issues
- Focus on high business impact
- Establish the baseline for system migration
- Increase capability to deal with post migration issues



2. Post-Migration

- Monitor, report and resolve DI issues
- Reduce reliance on key personnel
- Increase bandwidth to resolve post-migration issues

3. Continuous Improvement

- Ensure DI never becomes an issue for business
- Establish formal DI governance
- Improve DI processes and communication including reporting inline with best practices

InfoCentric Data Quality Improvement Plan

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 ANZ Australia

"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.

Ground Floor East, 101 Collins Street
Melbourne VIC 3000

T. +613 9650 1000
E. info@infocentric.com.au
infocentric.com.au