

IT Consulting and Service Provider

Data Analytics for Strategic Finance & HR Planning



Client Overview

Our client is US-based emerging force in the IT consulting and services space with a global presence and a workforce of approximately 6000 employees. It is one of the IT technology service providers and a trusted partner for many Fortune 1000 companies.

Their focus has been on delivering design-led solutions with specialization in digital infrastructure, big data and analytics, product engineering, customer engagement, advanced technology group and digital experience.

Problem Statement

As our client's business boomed, they found themselves drowning in a sea of data. Picture this: important info scattered across countless spreadsheets, buried in email threads, and locked away in different systems. It was a nightmare for anyone trying to pull together reports or get a clear picture of what was really going on.

Without a solid game plan for bringing all this data together or agreeing on what success even looked like, making decisions became a painfully slow process. It was like trying to navigate a ship through fog without a compass. The company realized they needed to untangle this data mess if they wanted to make smart, quick decisions and stay on course for their big-picture goals. So they sought our help to do the same

Key Challenges

Delayed Reporting Due to Poor Data Governance

Reporting processes were slow and labor intensive because key information was scattered across various systems, lacking proper data governance, which made it difficult to efficiently generate timely reports.

Strategy Impacted by Inaccurate Data

Business users struggled to reconcile data that was often fragmented, duplicated, or inaccurate, leading to confusion and causing the organization to lose focus on strategic goals and objectives.

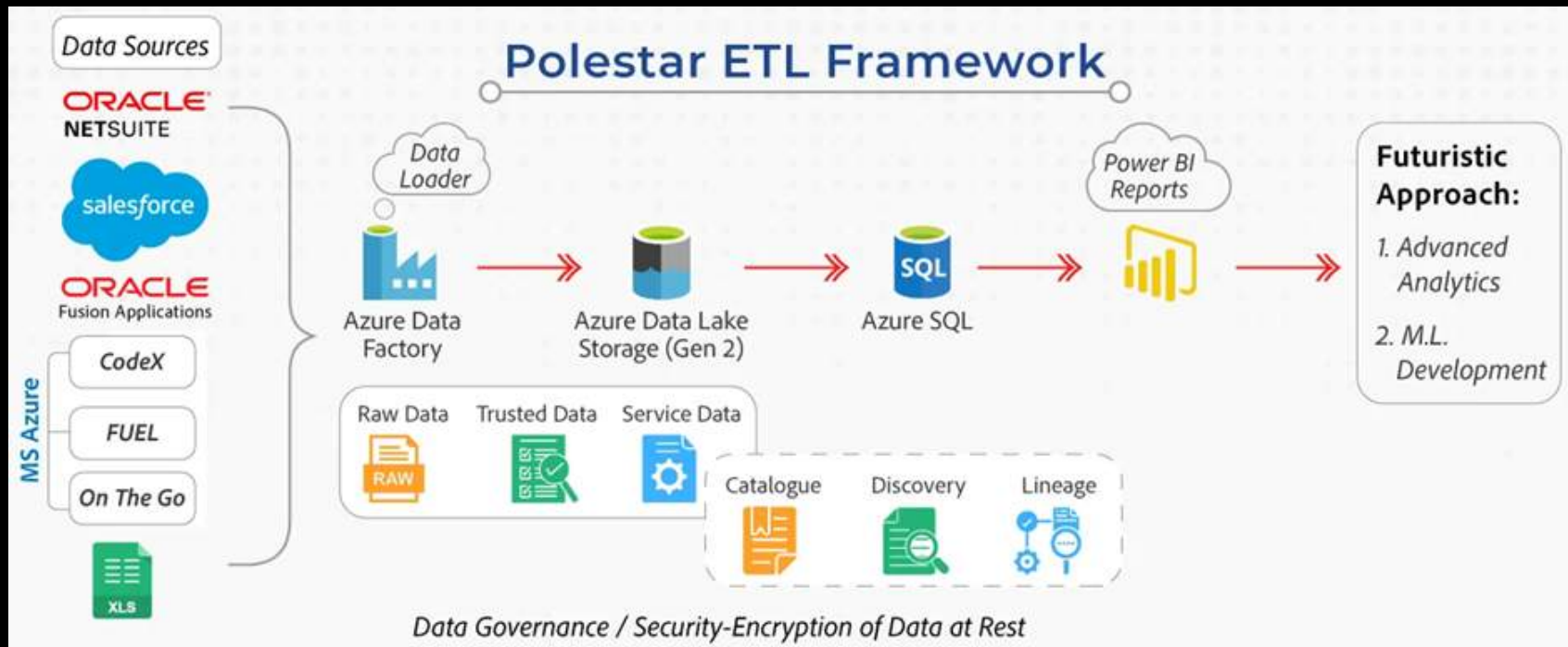
Limited Insights with no Data Integration

The absence of data integration frameworks meant that data was siloed, with no dedicated space for teams to explore and analyze it. This limiting their ability to uncover valuable insights and make informed decisions.

Lack of Standardized Metrics for Decision Making

Without a standardized set of metrics and reports for monthly or quarterly analysis, decision-making was slowed, as teams lacked consistent, reliable data to guide their strategies and actions.

Solution overview



Our team of IT/ITeS industry experts and architects, had detailed discussions with the business users to understand the pain points and the 'As-is' state. We followed our proven discovery workshops to succinctly capture the underlying problems and client's expectations. After multiple brainstorming sessions, proof-of-concepts (POCs) and probable architecture envisioning, our data analytics team presented the plan-of-action, defined the milestones and an analytics roadmap in agreement with the client's management team.

Solution details

We conducted an comprehensive and successful discovery phase that led to be the key factor in the success of the project.



Legacy & Historical data refined and loaded into Data Warehouse

We defined formatting standards and implementing robust data management practices cleaned the historical data to remove inconsistencies, errors, and duplicates, then loaded it into the enterprise data warehouse and data lake.



Automated Data Flow with Governance Mechanisms

We automated data flows from multiple source systems into a centralized data warehouse, reducing manual data handling and ensuring seamless data integration. Governance mechanisms were put in place to maintain data quality, consistency, and compliance, ensuring that data is trustworthy and ready for analysis.



Defined Required KPIs

We worked with the business teams to define a standard set of Key Performance Indicators (KPIs) that align with organizational goals. These KPIs were thoroughly reviewed and approved by all relevant stakeholders. Having a standardized KPIs ensured a consistent framework for measuring performance across the organization.



Documented Data Logic Reviewed by Business Teams

The tables and data transformation logic used in the business were documented, providing clear and detailed explanations of how data is processed and transformed. This documentation was reviewed and signed off by the business teams, ensuring that the logic aligns with business needs.



End-to-End System Integration

Integrated end-to-end source systems into a single, cohesive data insights solution. This integration enables seamless data flow and aggregation from different systems, and provides a comprehensive source to view organizational data



Self-Service BI for Actionable Insights

We provided an self-service business intelligence (BI) through the platform, empowering business users to access data, generate insights, and create reports without relying on IT support. This accelerated the decision-making.



Role-Based Access for Exploratory Analysis

We created separate environments with restricted, role-based access, allowing teams to perform exploratory analysis and generate custom reports. This ensured that users can explore data relevant to their role while also maintaining data security and privacy.



Sensitive Data Masked with Limited Access

To protect privacy, we implemented data masking for sensitive information, such as salary details, ensuring that only authorized personnel have access to this information.

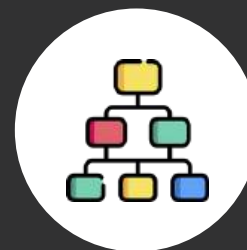
Best Practices in Focus



DAR methodology for effective, yet creative dashboards



Simplicity in navigation and optimised for different devices



Adaptable design with drill-through, hierarchy & hover response



Red-amber-green (RAG) visual element for intuitive actions

Business Impact

Improved Decision Making

Providing the leadership team with real-time access to current revenue, P&L, and projections in constant currencies empowers them to make informed decisions quickly.

30+ Automated Excel based Reporting

Automating over 30 Excel-based reports through a centralized data analytics dashboard that saved time and reduces errors, as the teams can now focus on analysis rather than manual data entry.

100% Automated Insights

Replacing manual business logic with automated processes allows for faster access to insights and easier report generation. This reduces reliance on manual intervention, minimizing human error, and enabling quick reaction.

15% Rise in business productivity

Tracking HR metrics like headcount, attrition, and gender split in a single report provides a comprehensive view of the workforce. This enables HR teams to monitor trends and make data-driven decisions which improved productivity