

Case Study: Rapid Data Requests

Business challenge

- Sales, marketing and legal business groups were demanding 20 to 30 data requests per month from centralized IT resources
- Developing requirements, getting approvals for access and allocating expensive highly technical resources would take 3 to 6 weeks for each request
- When data was returned, any changes for missing or expanded requirements would start the cycle over, further delaying the deliverables to the business
- The requests were not trackable and caused delay problems for other projects in the queue for infrastructure work in Informatica

Solution

- The bank implemented an automated process for logging requests and used an agile process for provisioning results
- Extracts were stored in libraries of reusable components so subsequent requests did not require recoding or development work
- Data flows could be run by less technical and less expensive resources, responding to the requests overnight

Benefits

- Data360 Analyze enabled the automation of the process, permitting the requests to be filled overnight instead of the 20 to 30 days
- Allowed the data to be used in the business faster
- Automation of manual processes freed up \$500K in resources for other projects in the first 18 months
- When changes to the request were required, the response was repeatable with new parameters from the business



Client

A large Consumer and Commercial Banking Company

Industry

Banking

Solution

Data360 Analyze

Results

Processes are 20x faster

“Since we’ve been using this platform, we’ve been getting results 20x faster.”

Data Analyst, Major Global Bank