

Strong Data Management helps an organization achieve its desired growth, scalability and ROI optimization

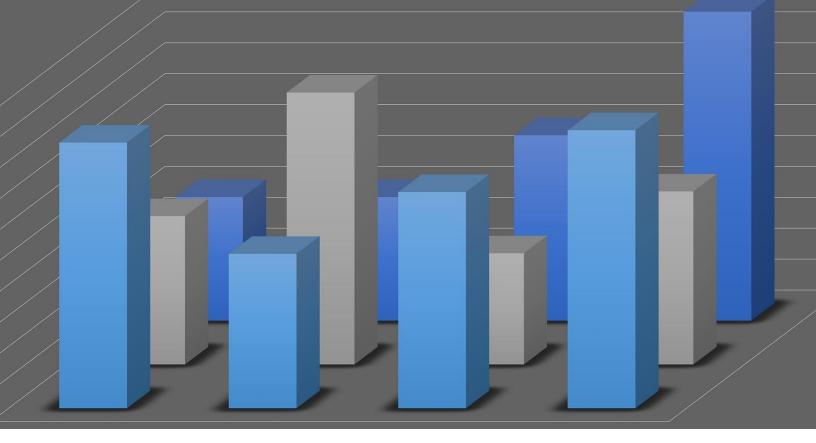
Client background: Client: A financial services company Industry: Insurance Products/Services: Insurance and superannuation, banking Areas of operations Australia and NZ

## Challenges:

The client wants to enhance the quality of its services in order to maintain a market standard/benchmark for the rest to follow. However, the huge cluster set of data proved difficult to handle for the company. They were in need for a data analytics platform which would give them key insights and help them take quick data driven decisions. The Master Data Management is an ideal solution for this project since it would be able to support analytical abilities along with customer management.

## Solution:

The client was helped with an MDM solution which also has a CRM. MDM was also connected to an enterprise data warehouse application.



## **Business Impact**

The MDM application replaced the legacy CRM applications and provided a cutting edge point for customer data and analytics capability. It gave them more customer insights rather than data preparation. Now, the client has more command over his data in terms of its quality, governance and security.

Some of the highlights of the introduction of the MDM System

- > An approximate 20% of cost savings
- Saved approximately 54 man days due to the implementation of automation
- > Augmented customer experience ensuring the overall growth in the number of loyal customers who would participate in their growth story

 Better customer experience with intuitive and responsive MDM application with a single service for multiple search criteria