

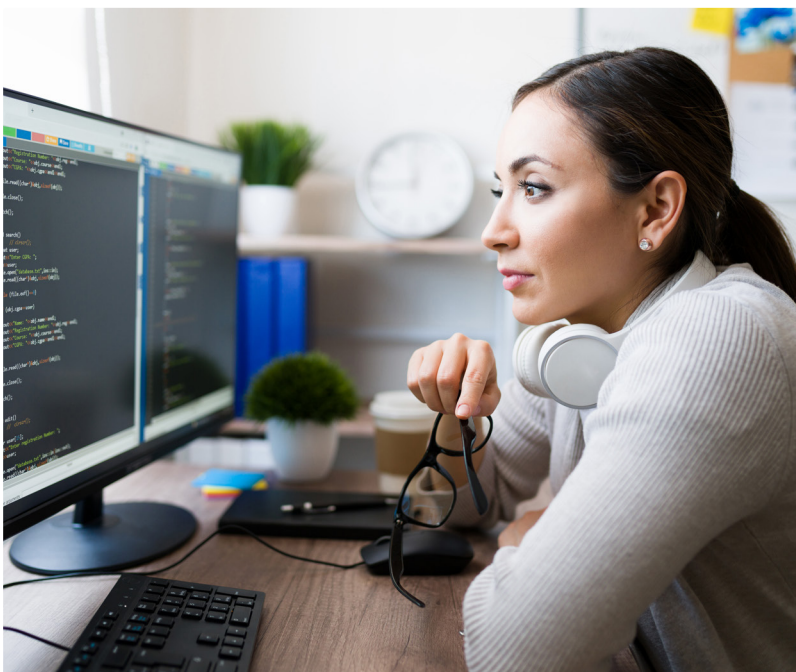
# Transforming banking with the technology of the future

Building robust IT frameworks for businesses with a vision



A Malaysian bank, which provides financial products and services to both retail and corporate customers through its 115 branches across the country was adversely affected by continuous changes in requirements for dashboard and reporting. Data integration was a major pain area, and scheme changes, environmental correction and clean-up were also leading to inefficiency and therefore harming productivity.

HCLTech helped the client by creating a seamless data integration framework to eliminate major issues affecting business performance. This helped the company improve its productivity, enabling it to manage and maintain its data integration framework with full visibility and control, and provided a scalable and dynamic Hybrid-Cloud Enterprise Data Warehouse.



## Challenge

- Ungoverned data platform with inefficient data operation & governance
- Data pipelines created in silos
- Data collected infrequently
- No centralized historical data storage
- The operations teams who were reporting to business departments were producing all manual reports and dashboards with large excel files

## Objectives

- To create a data platform with a well-defined and robust data governance that is secure and a managed self-service reporting tool
- To establish an automatic report and dashboard to reduce wastage of time via reporting & data reconciliation for the client's operational reporting & business departments
- To improve Decision Making of sales, marketing and performance by gathering valuable insights about customer behavior, products and market.
- To increase Productivity that allows business users to reduce manual tasks in data loading, storage & reporting, focus on more valuable tasks.



## Solutions



Provided a five-layer modular architecture including Data Ingestion, Data Lake, Data Pipeline, Enterprise Data warehouse and Data Visualization that helped with data processing, including structured and semi structured data acquisition



Provided seamless Data Integration framework to accommodate a holistic Enterprise Data warehouse



Provided solutions that were in sync with the bank's Big Data Analytics roadmap to offer a flexible commercial construct of pay per use services

## Impact

- Hyper personalization for end customers which will allow the bank to sell more relevant products and in turn better customer experience and increase in number of customers
- Consolidation of Bank's data from several heterogeneous systems to a Common Enterprise Data warehouse
- Complete digital transformation by removing excel based reports with Dashboards and BI reports
- A scalable and dynamic Hybrid-Cloud Enterprise Data Warehouse