

Streamlined and simplified processes

For a leading global credit report company



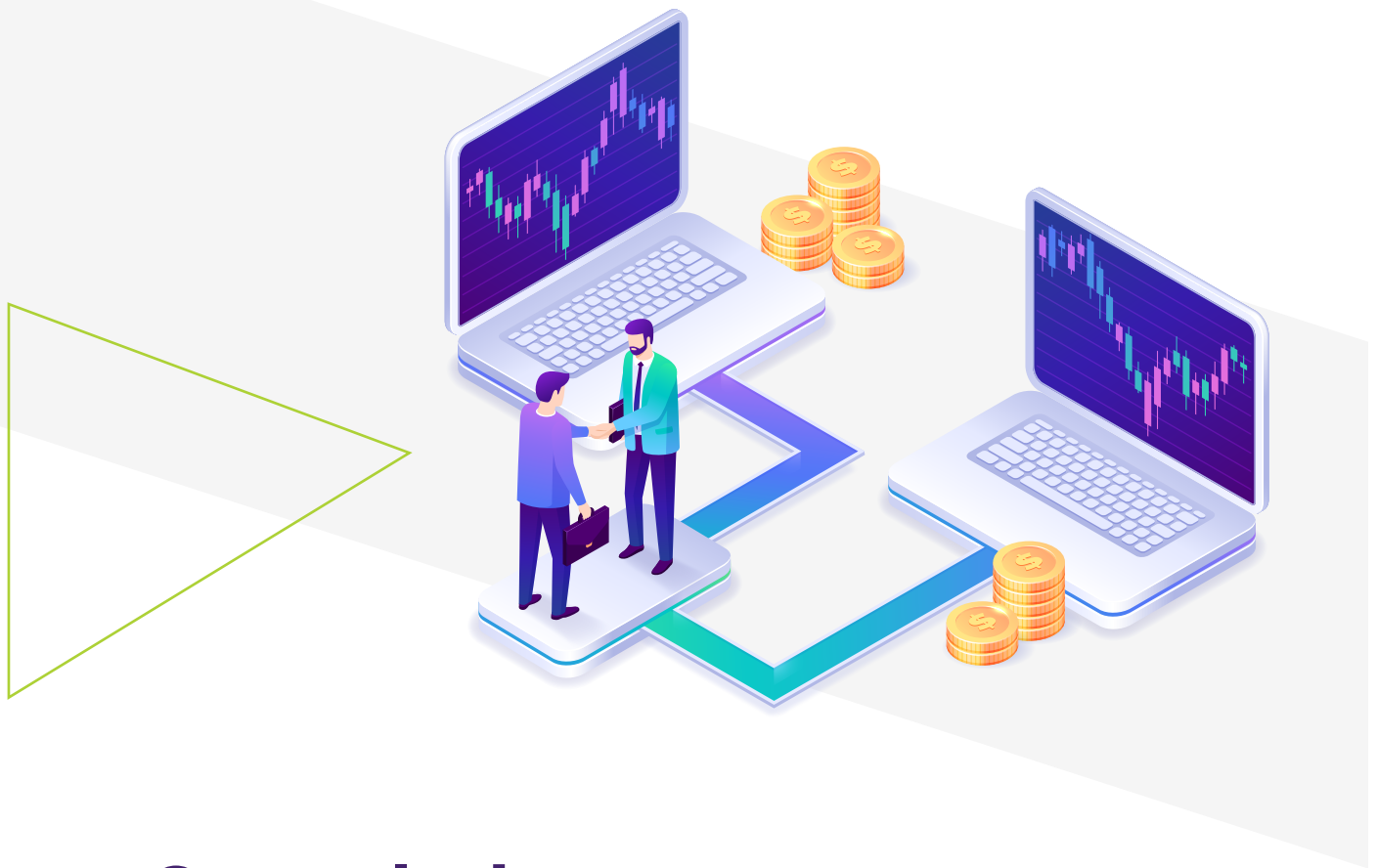


Client description

The client is an Anglo-Irish multinational consumer credit reporting company, which collects and aggregates information of over 1 billion people and businesses, including 235MN individual U.S. consumers and more than 25MN U.S. businesses.

Business challenges

- Lack of global operations dashboard and common metrics used across the globe
- Faced issues in arriving at an informed decision because of disparate data spread across different systems
- Inconsistent in handling BI requests and no proper process in SLA and ETA adherence
- Missing end-to-end traceability
- Region-specific reporting from multiple sources with no site lines globally across similar business areas
- The reporting process is a mix of automated to manual and does not provide sufficient robustness to make informed decisions or take corrective actions
- Identify and mitigate risks associated with data sources, ETL operations, network & tools, etc
- Ineffective tracking of managed services



Our solution

To enable the client overcome their challenges and streamline their processes, HCL Technologies implemented the following:



01

Defined KPI metrics for all the processes and services



02

Designed self-service data and reporting platforms, SLA & performance metrics, and automated reports



03

Offered deep insights for decision making



04

Scheduled sync for data extraction from source systems and data cleansing without manual intervention

Technologies offered



Database:
Oracle, SQL



ETL tool:
Hive



Reporting tool:
Tableau



Applications / ERP:
Oracle EBS

Our solution

HCL Technologies' holistic approach toward automation and data management paved the way for the client to reap the following benefits:



Improvement in overall quality of processes



Streamlined and automated reporting process with Tableau



Benefits of automated BI requests with history and rollback



Better collaboration and huge reduction in human intervention to generate executive reports



All data from select objects for relevant groups ingested into the data lake, and reporting moved to the Digital Intelligence Tableau server

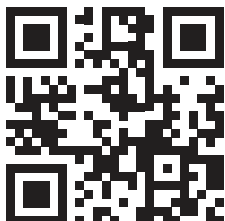


Users from across the organizations can access operations dashboard show-back reporting via Tableau



Easy accessibility of reports without manual dependency





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