HCLTech | Supercharging Progress™

Revamping data management: HCLTech's solution for a leading **financial customer**

Optimizing processes to reduce query processing time through strategic data handling

Our client, a Fortune 500 financial services group with 13 million members taking advantage of competitive rates on auto loans, mortgages and credit cards, as well as access to retirement planning tools and investment advice, faced an inefficient data management process. This posed a major challenge in delivering seamless customer experiences relying on accurate and actionable data. They turned to HCLTech for a solution as they wanted to continue their excellent customer service.

The Challenge:

A cumbersome and intricate data management system

Our client was facing an inefficient and complex data management process consisting of storing curated data in Netezza data warehouse, raw data in HDFS (Hadoop Distributed File System), using DataStage as an ETL (Extract, Transform, Load) tool and Control-M as an orchestration tool. This posed a major challenge for them to deliver seamless customer experiences relying on accurate and actionable data.

The Objective:

Eliminating manual processes, reducing errors and increasing accuracy

Our client's objective was to develop a data management process that provides the client with an efficient, streamlined system. This should enable them to deliver smooth customer experiences, based on precise and relevant data which can be put into action.
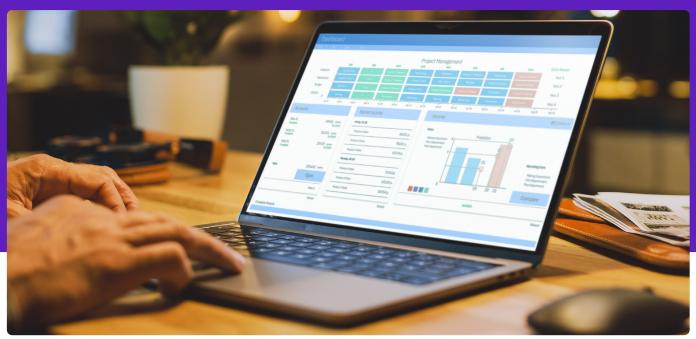
The Solution:

Migrating data to streamline data management processes

We helped the client successfully migrate from their legacy systems to Snowflake, streamlining their data management process. Our experienced team followed a staggered approach for the implementation and exported historical data from Netezza using Netezza's native unload utility. We also loaded data into Snowflake through an AWS external stage, used the Nifi framework to automate the execution of Snowflake DDL (Data Defining Language) and changed incremental processes to load into Snowflake. After validating data and objects between Netezza and Snowflake, we repointed BI Tools (Business Objects and Tableau) to consume data from Snowflake. Additionally, our experts exported raw data from HDFS (Hadoop Distributed File System) using Nifi and uploaded them onto Snowflake external stage buckets.

The Impact:

Launching into a realm of effortless expansion, flexibility and customer delight

With our holistic approach to data management, the client achieved significant business impact. This included building a scalable data estate to meet current and future needs, reducing overall TCO, reducing query processing time through technology rationalization and implementing a scalable platform for additional data and reporting requirements.

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