

Integrated Data Platform on Azure Improves Customer Retention

The client is a leading European insurance broker with a growing network of offices across UK

The customer merged another group company into its business and wanted to integrate the diverse and scattered technology stacks. The client needed a unified solution to consolidate and harmonize data from multiple sources for end-to-end visibility and easy accessibility.

40%

Improvement in data load time

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CHALLENGE

The manual data consolidation practices had longer cycle time and were fraught with inaccuracies. This impacted customer retention and quality of service. A scalable, plug and play, self-serve and secure platform to manage data complexity and improve data integrity had to be designed, adhering to GRC regulations. On time and automated reports, aligned to business units and functions, were essential for key insights in managing customer portfolios.

SOLUTION

- A unified data platform integrating 18 sources systems with 10,000+ Database objects to support 100+ users across 5 business units
- Designed a big data platform solution on MS Azure with PaaS leveraging ADF, Databricks, HD Insights Cluster and ADLS
- Provided single source of truth with enterprise data warehouse, built on dimensional data modelling technique
- Delivered a GRC compliant data management solution
- Improved security posture with better visibility on malicious intrusions and quick threat response
- Process standardization and automation for improved data quality and integrity
- Advanced data analytics and self-service reporting by loading SAS cubes and troubleshooting

RESULTS

- Reduced data harmonization and integration cycle time during M&A
- Reduced manual effort and optimized resource spend
- Improved fraud identification and threat response time
- Faster claim management
- Increased customer retention