



Scalable Data Platform with Superior Analytics-led MIS

One of the leading Banks in the Middle East

A leading Saudi Arabia-based bank had embarked on a transformation journey with multiple initiatives keeping data at the core. The bank wanted to improve MIS & analytics capabilities across the enterprise.

40% Increased data quality
75% Reduced process time

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CHALLENGE

- Scattered data across various source systems - It was very challenging for various business units to gather information about the customer as well as for the customer to view their product holding while accessing the online channels
- Customer wanted to leverage analytics for risk model management, risk monitoring, risk-based collections, and get a single dashboard view including customer info, full product holdings, collateral holdings and all transactions.
- Need for better management of risk to bank's financial stability, improved operational control and effective compliance

SOLUTION

Data Engineering & ETL	MI & Reports	Analytics	Core MIS Support
<ul style="list-style-type: none"> ETL development for BASEL III, IFRS9 & AML capabilities Operational Data Store - 360-degree customer view 	<ul style="list-style-type: none"> Report managed services – BI report development for compliance and other departments Reporting with less than 30 second data sync frequency 	<ul style="list-style-type: none"> CXO Risk Dashboards Advanced analytics in areas of churn, high network segment migration, workforce optimization, etc. 	<ul style="list-style-type: none"> Factory to deal with Data requirements & reporting requirements addressing risk, retail, corporate banking, finance and compliance departments

RESULTS

- Creation of a modular, scalable and compliant data platform with improved regulatory compliance confidence
- 25% reduction in turnaround time for customer enquiries & improved customer experience due to reduced timeout errors in enabling a single view.
- Improved operational performance - 40% increase in Data Quality
- About 75% less time in preparing AML investigation tool by introduction of dedicated data mart and combined pre-formatted reports
- Near real-time data availability for middleware services which address channel requests and other downstream applications