Tech Mahindra

CASE STUDY

Process Driven Data Governance Enabling Customer 360 Solutions

For A Large Asian Bank

BUSINESS CONTEXT

The Client wanted to understand the Business & Technology along with setting the process solution, they wanted to define , approve, and communicate data strategies, policies, standards, architecture, procedures, and metrics

They were facing the following challenges:

- Track and enforce conformance to data policies, standards, architecture, and procedures

- To monitor, track, and oversee the delivery of data To understand and promote the value of data assets

APPROACH AND SOLUTION

Tech Mahindra catered to the client with the below solutions:

- Set up a framework for consolidation of Customers in Mergers of associate Banks and other group Legal entities

- Multi hierarchy Data Governance structure with separate data approval hierarchies, view Hierarchies

- Data Stewardship program

- Data Discovery, Profiling, Quality / Tools / Benchmarking

- Data Stewardship , Data asset, Data Ethics

- Data Security / Masking/ Encryption

- Creation of Business Glossary / Metadata Management

IMPACT & HIGHLIGHTS

Increased ROI with better control on customer information

Defined data policies and data standards

Quality and data information