

Case Study:

General Insurance

Our insurer client approached PowerData Group to help them with enterprise-wide Business Intelligence Administration and support. We provided enterprise-wide BI solution administration services on Embarcadero, Business Objects, Microsoft stack and Informatica.

Client

General Insurer, Melbourne

Challenge

Our client is one of Australia's largest Insurer operating several individual businesses nationally.

This client's complex technical environment consists of multiple applications encompassing both customer-facing and back-end systems. These ensure critical automation of insurance data, assuring overall profitability of the organisation.

Our Work

As part of the Business Intelligence group which is responsible for building new and supporting existing BI application environments, following are some functions performed by our consulting team:

- Maintain the existing Informatica, Business Objects, embarcadero, Tableau environments by ensuring all the application services are functioning efficiently.
- Working closely with the business stakeholders on the new Business Objects, Microsoft stack, Tableau and informatica tools and Design - configuring them for their project needs.
- Helping teams in performance improvements as well as identify resource bottlenecks.

- Building new informatica, Business Objects, Microsoft environments and upgrading existing environments and addressing all the product functionality/technical issues, application Security and management.
- Documenting the known issues and automations to existing manual processes.

The Outcome

- Consolidated multiple versions of Business Objects and Informatica environment to one single version saving cost of licensing and maintenance and improved stability of application environments.
- Creation of automated test execution scripts which helped reduce product testing time.
- Conducted technical training on ETL and reporting best practice.
- Successfully delivered workers compensation environment uplift.
- Decommissioning of legacy, duplicate and redundant system.
- Provided 24/7 support with 99.9% uptime of all applications throughout the year.
- Consolidation of ETL and Reporting environments saved \$250k in licensing and support costs.
- Automation of security and process simplified the total man hours on each request and reduced the incident counts.

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