

## Case Study:

### Insurance Provider

PowerData Group was engaged by an Insurance Provider to change their data governance

#### Client

Insurance Provider, Melbourne

#### Challenge

A few years ago, our client had undertaken an initiative to raise its information management maturity.

Under this initiative the client had established an Information Management Office (IMO), empowered to define and deliver an Information Management strategy that would support its five-year strategic business objectives.

Few months after the formation of the IMO, the Business Intelligence function of the office was still struggling to define the direction and associated governance and process for Business Intelligence and Analytics across the organisation.

#### Our Work

Our team supported the Information Management Office to establish a clear strategy and roadmap for the delivery of Business Intelligence and Analytics capability across the business.

Our staff also developed a governance framework, including governance model, principles, policy, standards, and guidelines.

Over a three month period, we worked closely with IMO and key business stakeholders in a collaborative pro-active process to deliver a strategy and clear roadmap that provides pragmatic and achievable way forward for the

establishment of a BI and Analytics competency company wide. Our work paired up with and enabled other programs, which included:

- Expansion of Tableau usage
- Implementation of a data lake
- Restructuring of analyst reporting structures across the organisation

#### Outcome

Through the use of dedicated and experienced resources with proven expertise in Business Intelligence and Analytics, our team delivered what the Information Management Office had been previously unable to initiate.

The success of this process provided the IMO with a strong platform from which to grow its BI and Analytical capability and maturity. Beyond our initial deliverables we assisted the IMO initiate key foundational elements identified in the BI and Analytics Roadmap, including:

- Establishing a clear BI and Analytics governance model.
- Formation of a Business Intelligence Competency Centre (BICC).
- Defined policy, standards and best practice for the use of BI and analytics.
- Development of a Target Operating Model for BI and Analytics.
- Establishing clear business benefits for in-flight BI work streams.

#### Contact

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