InfoCepts

Automating a Multinational Bank's HR Insights to Efficiently Monitor, Conduct and Mitigate Compliance Risk

Summary

We helped a multinational banking and financial services company proactively monitor organizational conduct and mitigate compliance risks. Our solution enables every designated user to access conduct insights in an easy and secure manner. It has significantly reduced the manual efforts and associated costs.

Industry

Banking and Financial Services

Users

BPHR Personnel, HR Country Heads, HR BU Heads, C-suite Executives

Technologies

MicroStrategy 9.4.1
Teradata
DataStage

Team Size

7 InfoCeptians
1 Client Associate

InfoCepts Accelerators or Assets Used

Dashboard Development Best Practices

The Challenge

Our client, a multinational banking and financial services company wanted an efficient means of monitoring and measuring conduct and mitigating compliance risks. Conduct and compliance are essential for them because –

- Conduct related issues have an impact on customer attrition
- Breach of regulatory compliance leads to heavy penalties

Their users were dependent on IT for accessing conduct metrics required to mitigate them. The IT team would analyze Human Resources Shared Services Centre (HRSSC) data collated from disparate sources to generate necessary metrics. This manual process involved the use of Excel or third party tools for data wrangling.

This process required significant efforts and led to delays. The IT team had to repeat the process several times each month requiring much effort –

- A dedicated MIS team of 50+ resources would produce 500+ Excel reports
- The reports had to be shared with multiple stakeholders
- Another team of 20 resources were required to produce multiple presentations for top management
- It took the 20 member team three to four weeks to embed screenshots of insights in each presentation

They were in need of a consolidated solution that could streamline the above efforts. It would have to fulfill our client's aim of managing risk in a proactive and efficient manner.

The Solution

A centralized database was essential for minimizing our client's efforts. For this purpose, we established an Enterprise Data Model that includes a Teradata warehouse and DataStage for ETL. This ensures that all HRSSC data is automatically available in one place without manual data wrangling.

With all HRSSC data in one place, we used the MicroStrategy platform to build dashboards on top of it. Our client's core Business Partner Human Resources (BPHR) team can effortlessly access all conduct KPIs through these dashboards. We have ensured that all dashboards reflect near-real time insights.

We used MicroStrategy Distribution Services to put an end to the manual task of distributing reports. In addition, we replaced the previous efforts of a 20-member team for creating presentations with an efficient mechanism. MicroStrategy Office now automates the task of creating presentations. It exports all necessary insights directly into PowerPoint presentations and stores them at a shared location. Our client's country heads can directly access them at their own convenience.

We conducted multiple training sessions for all stakeholders to promote optimal adoption of the solution. This was necessary for acclimatizing avid Microsoft Excel users with the new solution. Post training, users have become proficient with MicroStrategy for accessing live data. As a result, we have now eliminated manual errors as well as IT dependency.

The Results

We have successfully delivered a solution that gives a consolidated view of conduct across the organization. Here are the solution's benefits –

- Automatic collation of HRSSC data has reduced time to insights from weeks to seconds
- Users can access all conduct KPIs with a single click
- Thanks to MicroStrategy dashboard features, users can easily drill down to access granular data
- MicroStrategy security filters have been applied to allow only authorized personnel to access sensitive data
- Global, regional and country heads can avail any of seven presentation templates to create presentations without depending on IT
- One hundred and fifty presentation decks are automatically generated every month with the help of MicroStrategy Office