

Establishing Governance Strategy for a Consumer Financial Products and Services Provider

Challenge

Business analysts at a consumer financial products and services provider were leveraging data that didn't live in a centralized data warehouse. They were working in hundreds of silos and developing individual analytical solutions, resulting in highly variable outcomes. As a result, key stakeholders couldn't trust — let alone explain — critical results.

Solution

SEI assessed the existing situation and worked with the provider's business leadership to define a future state for analytics capabilities that accounted for the provider's business and technology initiatives, budget, time constraints, and broader organizational capabilities. We designed a data governance organization and specified governance processes, initially to support building a centralized single source of truth data source, then evolving into real-time integration of applications through master data and data lake solutions. The governance council SEI helped create and coach took ownership of the reliability and effective and efficient use of the organization's data. The council also educated stakeholders across the organization to help make the provider increasingly reliant on — and confident in — its data assets.

Results

After SEI executed on this governance roadmap, the provider started to achieve faster time-to-market for its operational system implementations and integrations, accelerating its digital transformation initiatives. The provider's data scientists and analytics consumers benefited from the centralized governance council, accelerating the provider's ability to meet the business demand for new and challenging insights across different business functions. Seeing that the new governance responsibilities were highly effective, the provider's leadership adjusted the responsibilities of the members of the governance council and made this work a part of their annual performance goals.



**Data
Governance**



Data Strategy



**Operational
Excellence**