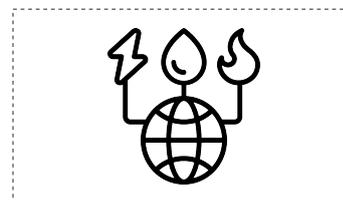


Success Stories

Corporate Data Intelligence tool and governance deployment



Client

Portuguese
Energy Business

Industry

Utilities

Country

Portugal

Reporting and BI

D&I Governance Services



TECHNOLOGIES LEVERAGED

- DOMO - AWS (RedShift)



HISTORY OF TRANSFORMATION

In today's landscape, companies are looking to improve business outcomes and bring data to the center of decision-making. To do so, companies are leveraging the power of BI solutions, enabling decision-makers across the organization to quickly access and process the information and driving the corporate strategy.



CLIENT CHALLENGE

The customer was facing several challenges:

Inefficient D&I tool: Dashboards took so much time (30 minutes) to load the data. On top of that, monthly critical reports on actual and expected consumptions and gas contract prices typically took days to generate and required manual effort from the customer. Finally, there was much confusion around the license and the benefits associated with each tool's components.

Non-existent Data Governance Model: Work and initiatives are duplicated because there is no internal governance. Moreover, organizational roles and profiles linked with tool administration, maintenance, monitoring, and control are lacking. As a result, technical teams were overloaded, and self-service was inadequately enhanced because users were not fully informed of what they could and could not do.



SOLUTION OVERVIEW

To tackle the customer's challenges, the solution delivered is branched into two:

1. D&I Tool Upgrade:

Different datasets were created to enable end users to create their own reports using out-of-the-box metrics, indicators, and KPIs. Furthermore, a set of corporate dashboards were developed for those key areas that needed more streamlined information.

2. Data Governance Model Implementation:

A corporate solution to gather, consolidate and provide organized data was implemented, as well as a Data Management module to continuously improve data quality, data securitization, and data governance.



BUSINESS VALUE & KPIS

1. D&I Tool Upgrade:

As Domo was integrated within the client's organization, the customer can now use it as self-service by creating and analyzing their own data. With the new dashboards, the data loading process took seconds, automatically generating monthly critical reports. Over 200 datasets and 50 reports were incorporated, reducing daily processing time by 80%. These improvements in visualization allowed the customer to decide in a matter of seconds which actions they should take to improve the business.

2. Data Governance Model Implementation:

An improvement in the integration processes ensured timeless, accurate, and governed data throughout the organization. As a result, end-user adoption rates improved by 80% for each focused business area, while license and maintenance costs decreased.



TECHNICAL SPECIFICATIONS

The solution delivered consisted of two parts. First, developing a fully automated Data Pipeline to upgrade the D&I Tool. And second, establishing a Data Governance Model.

1. Automated Data Pipeline

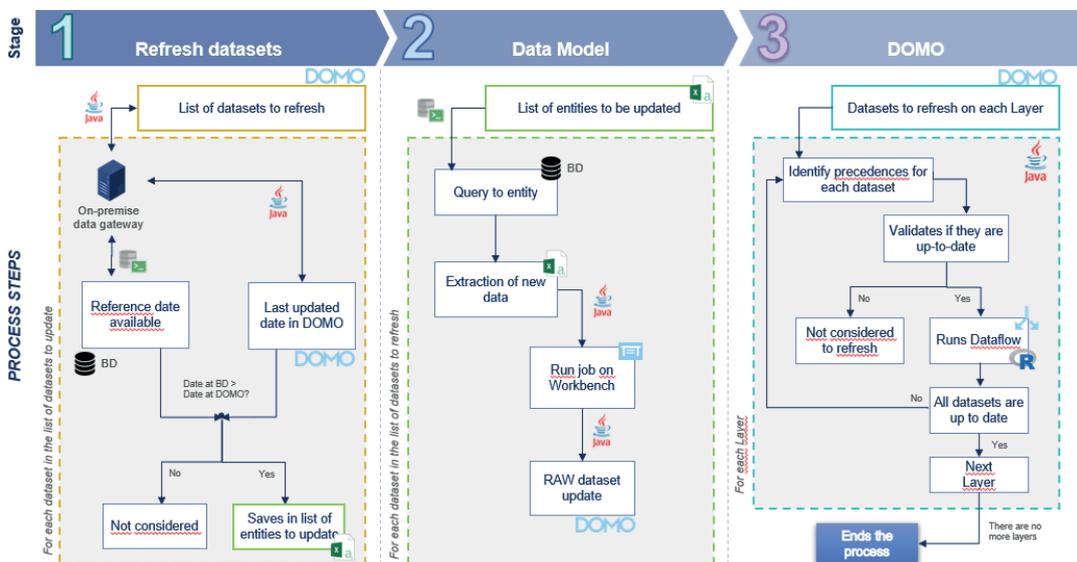
A major technical difficulty is ensuring that the data is fully integrated and processed through all the ETL dataflows daily when the customer needs to consume the data. This was achieved by developing a wholly automated Data Pipeline process that employs parallel upload and processing of different business activities, ensuring that the data does not grow linearly as more data is accumulated and mitigating risks like system outages. In addition, the



Data Pipeline created can be used as a framework since most of the components are parametrized, minimizing the effort required to build similar pipelines in the future.

2. Data Governance Model Implementation

In this project, a set of dataflows were created to automatically apply policies and rules that specify objectively which content each user is permitted to see and distribute, ensuring the data's integrity and confidence. As a result, users will be able to recognize whether the data is essential and will not be misled by non-valuable data, which could induce incorrect analysis and wrong decisions.



“Those that do not evolve their energy management activities through digitalization will be left out of the market. That is why this project represents a significant milestone in our relationship with the client and in the field of data subjects, delivering one of the key components of the client's data enablement strategy, and improving our client's data quality, data securitization, and data governance.”

André Santos, Data & Analytics Senior Manager – NTT DATA

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