



SUCCESS STORY FINANCIAL SERVICES

A MAJOR US BANK HOLDING COMPANY REDUCED DATA ANOMALY & MISMATCH ERRORS BY 60%

Apexon automates workflows and improves business rule management

The client is a bank holding company for a major US bank headquartered in Michigan. It is one of the largest residential mortgage servicers and banks in the United States. The client desired to implement long-term processes that would improve their operational capability while decreasing anomalies, errors, and risks.

They also wanted to make more data-driven decisions based on the analysis' findings. Our solution was to address this issue by implementing mechanisms that automate workflow and improve business rule management while reducing anomalies and errors. The solution was implemented in 3 stages using a structured approach.



THE RESULTS

KEY OUTCOMES

At the close of the project, Apexon was able to deliver the following features and upgrades:



Automated issue resolution workflow & automated load of attributes to catalog – reduced job execution & monthly batch completion time by 28%



Business access to lineage & transformation lead to 20% reduced effort in impact analysis & new requirement scope documentation



Created a single source of truth across enterprise, reduced 60% data anomaly/mismatch errors

THE CHALLENGE

6 KEY AREAS

An in-depth analysis of the customer's existing processes revealed certain challenges:



Strategies for Sustainable Processes

The client was having difficulty identifying a strategy for delivering capability enhancements that ensure a sustainable process



Operations & Risks

There was a need to improve operation and mitigate risks



Workflow Automation

There was minimum automation in workflow processes



Data Frameworks

There was no data driven decision framework



Data Mismatch & Errors

Client was facing data mismatch and errors



High Quality Data Deliveries

Need for high quality data delivery

THE SOLUTION

A 3 PHASES APPROACH

To address the customer's requirements, Apexon leveraged our competencies with a tailored solution for this client in 3 phases:

1

IMPLEMENTED



Automated data lineage and quality results via connectors to data warehouse integration tools



Upgraded catalog, configured new dashboards, workflows, and asset models



Upgraded Collibra version with content migration



Created multi-phase capability roadmap



Deployed on-the-go search tool

2

REQUIREMENTS



Advanced lineage integration



Data sharing enhancements



Reference data management

3

REQUIREMENTS



Expanded Collibra integrations to reporting tools and data incident requests



Custom workflows and enhanced business rules management