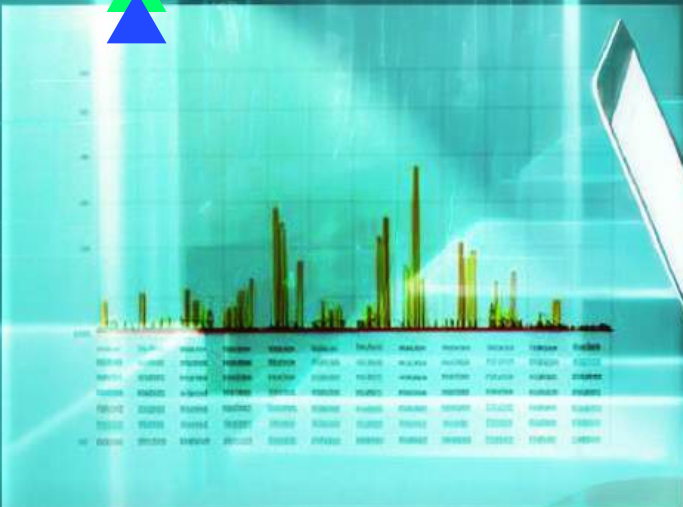
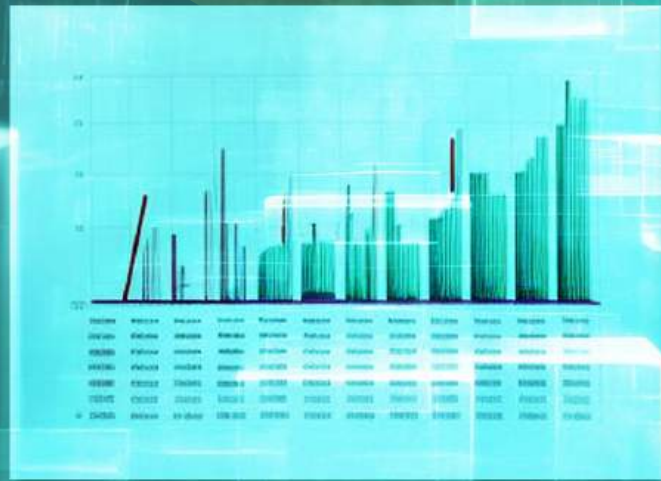


# BPO

## Giant Improves

Data Governance to Achieve  
Unrelenting Growth with **Power BI**



# Client Overview

Our client stands as a global powerhouse in operation management, consulting, and analytics, seamlessly integrating their expertise across a broad spectrum of industries such as insurance, healthcare, banking & financial services, utilities, travel, transportation, and logistics. Renowned for their impeccable track record in BPO, benchmarking, and consulting, they consistently empower businesses to achieve sustained growth and profitability amidst relentless competition and disruption.



# Problem Statement

As the client's business expanded, their traditional systems struggled to efficiently manage the increasing volume and complexity of information, impacting their ability to provide timely and accurate insights. Recognizing the need for a scalable and efficient solution, Polestar was engaged to enhance their information management capabilities. The existing setup hindered real-time reporting and executive decision-making, creating bottlenecks in establishing benchmarks and meeting Service Level Agreements (SLAs).

Polestar's expertise in data governance and analytics was pivotal in reimagining their data infrastructure and implementing a solution for delivering actionable insights organization-wide.



# Key Complexities

The client's operations required impeccable services with on-time delivery and a highly responsive support framework. As a BPO vendor of choice across industries, meeting SLA targets was crucial. The challenges they faced included:

## Data Overload

The company faced massive, inconsistent data volumes across teams, leading to multiple spreadsheet versions and complicating change tracking and data integrity.

## Operational Ambiguities

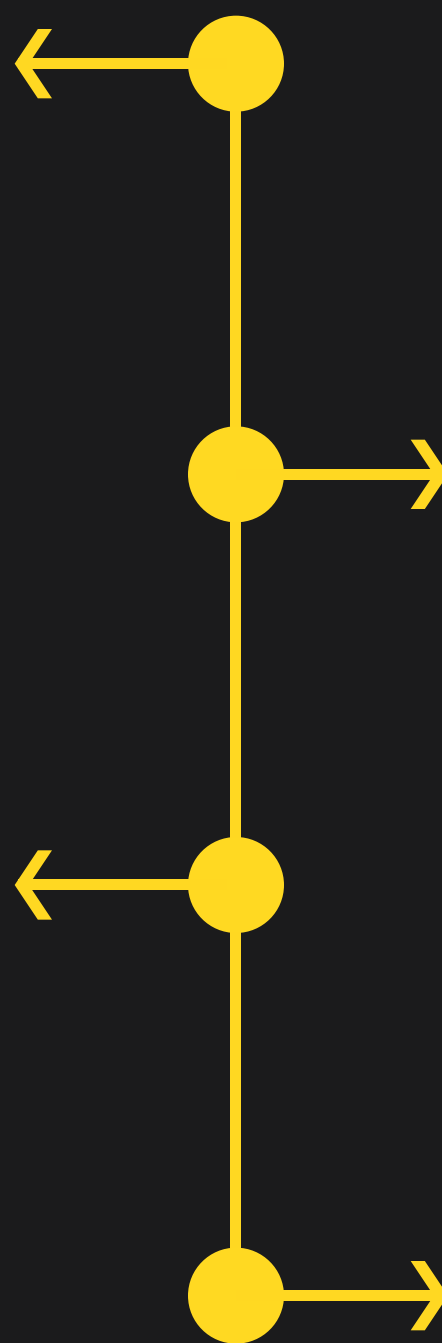
Ambiguous inputs from frontline teams led to a lack of visibility across delivery centers, hindering effective resource planning and allocation.

## Reporting Bottlenecks

SLAs required constant reporting to stakeholders, but the spreadsheet-based system caused high Turn-around-Time (TAT), delaying essential insights.

## Inefficient MIS Reporting

Traditional Excel-based MIS reporting was static and couldn't adapt to the dynamic business needs, affecting service quality.



# Solutions Implemented

Polestar was brought on board to revamp the client's data governance platform and implement a Microsoft Power BI solution. The solution was implemented in a three-step process:

**Data Warehouse Setup:** A comprehensive data warehouse was established to serve as an organization-wide data repository. This unified the various data sources, whether from custom applications or Excel files, into a common extraction layer.

**Identifying Key Reports and KPIs:** Business analysts worked closely with the client to identify the responsibilities of business users across departments and roles. A detailed document captured user requirements, leading to the identification of key metrics and reports essential for assessing SLA performance and informed decision-making

**Power BI Integration:** Power BI was integrated over the data warehouse, providing users with a robust reporting module. This setup enabled access to predefined reports and dashboards, offering an accurate and timely overview of SLA statuses and enabling granular insights.

# Results Achieved

The implementation led to significant improvements:

## Reduced Report Preparation Time:

The time required to prepare the MIS report deck dropped from 24 man-hours per week to less than 6.

Event-specific analyses became more accessible, allowing users to generate detailed reports based on predefined parameters with minimal effort.

## Efficient Analysis:

## Enhanced Resource Allocation:

With less time spent on report preparation, the technical support team could focus on other strategic initiatives.

# Business Impact

Time to generate event-specific analyses cut by **50%**, with reports now accessible **60%** faster.

Real-time dashboards led to a **25%** faster decision-making process.

**40%** more time available for strategic initiatives due to reduced report preparation.

Data errors decreased by **70%** due to automated reporting and centralized data management.

**85%** of users reported increased satisfaction with the new reporting system.

SLA status reporting turnaround improved by **80%**, enhancing planning accuracy by 30%

Improved data integrity by **90%** with separate user credentials and tracking

# Future Considerations

Future enhancements could include integrating predictive analytics and AI-driven insights for proactive decision-making. Regular updates and refinements to the Power BI solution will ensure it adapts to evolving business needs and technological advancements.

