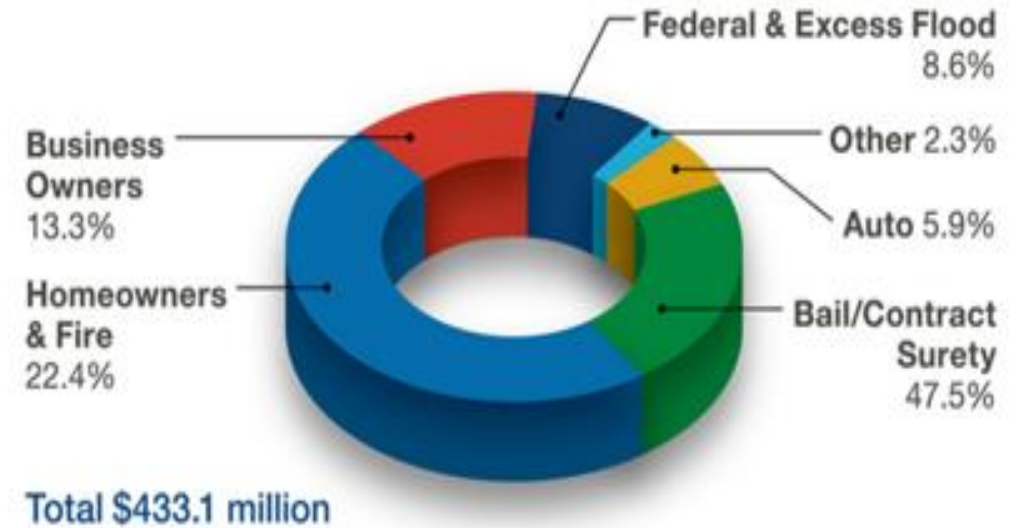# DATA GOVERNANCE ASSESSMENT

US INSURANCE GROUP

THE CLIENT

As a leading US based insurance group dealing in P&C and is a leading provider of BOP, HO, Flood, Auto, Bonds, General Liability and Warranty solutions. They have more than 25 catastrophes under their belt and doing business in more than 45 US states.
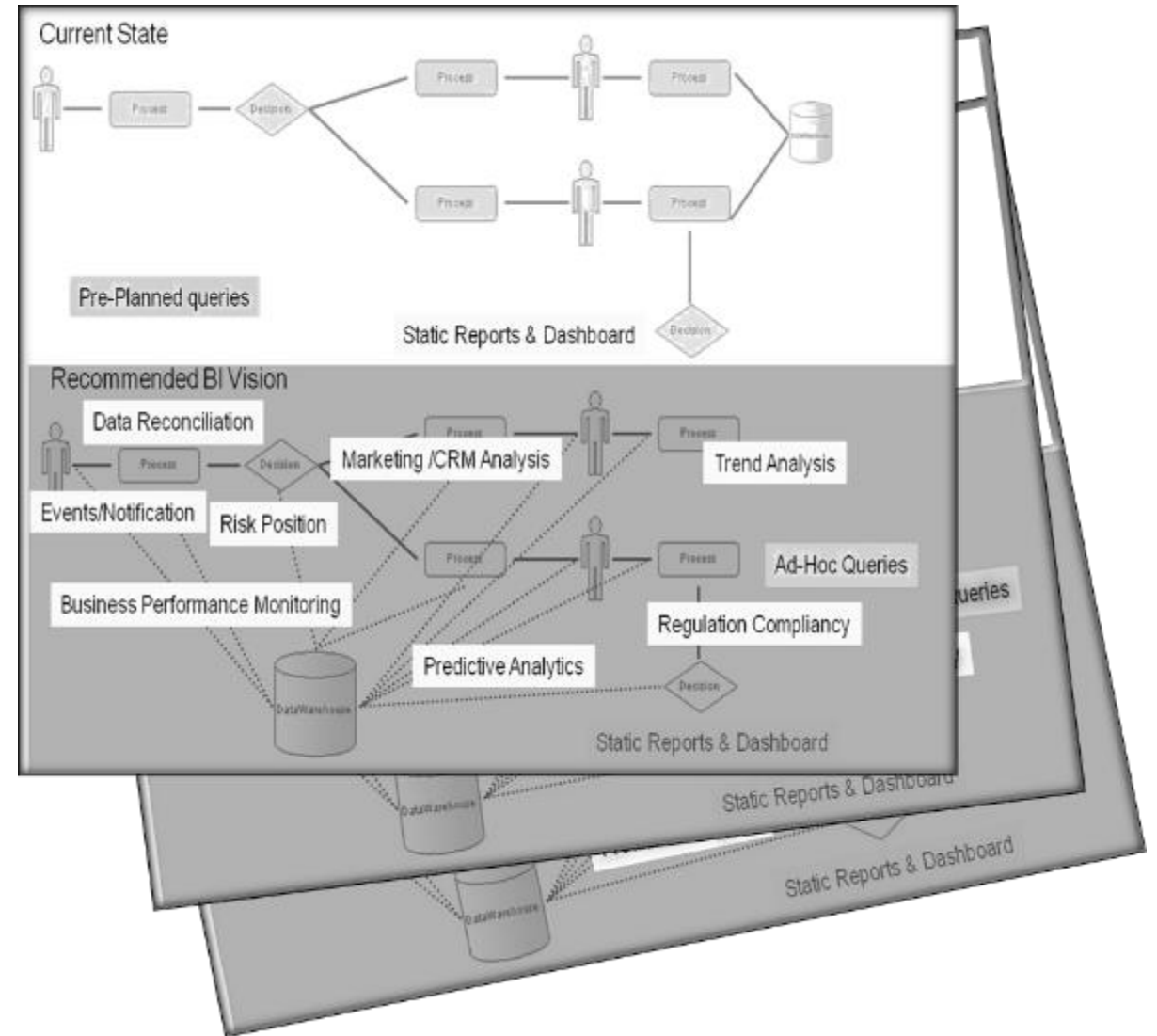

Federal & Excess Flood 8.6%
Other 2.3%
Auto 5.9%
Bail/Contract Surety 47.5%
Business Owners 13.3%
Homeowners & Fire 22.4%
Total $433.1 million

NIIT technologies

THE CHALLENGE

The Situation

Decisions for BI initiatives in the group were tactical and ad-hoc (situation driven) with clear lack of enterprise-wide BI standards. Duplicate data warehouses with different BI tools and very loose data governance. Data silos resulting in multiple unsynchronized reporting solutions. Possibility of Sensitive data exposure. Business not happy with the high storage cost and TCO. Data quality and performance issues.
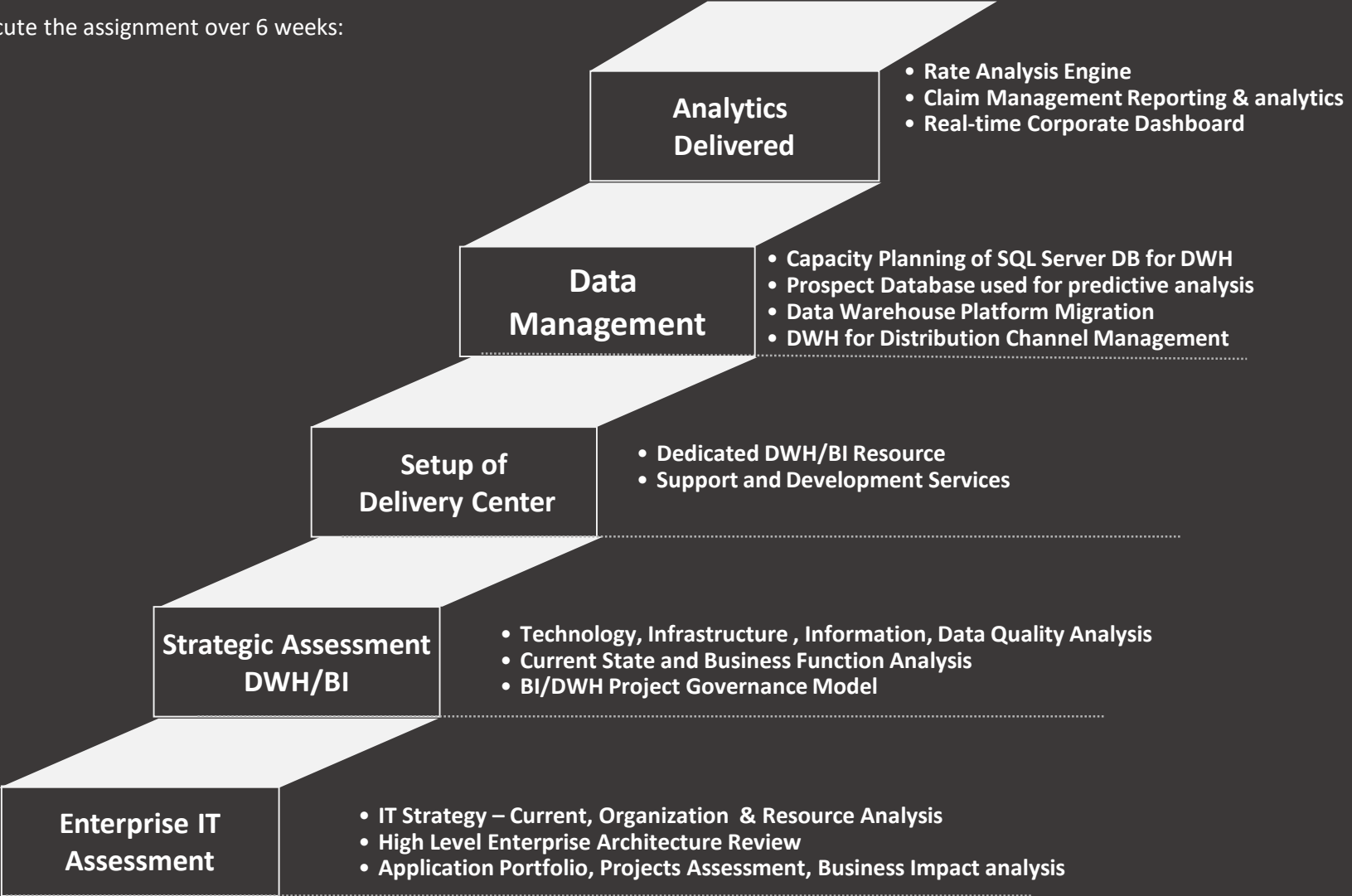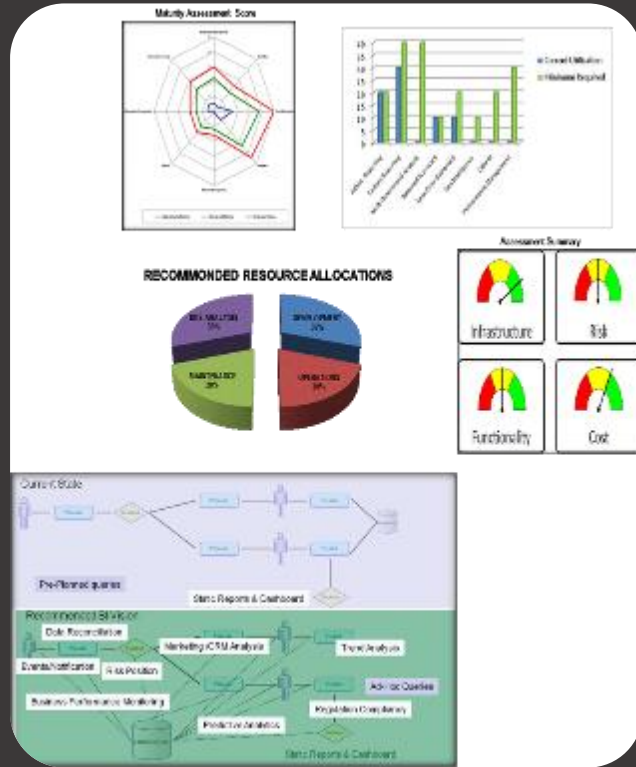
The Ask

NIIT-Technologies was tasked to conduct an enterprise wide assessment for data strategy with a charter to provide roadmap, tactical recommendations for a quick win, delivery organisation structure, processes, tools standardisation, and participate in execution to realise the roadmap implementation to ensure realisation in budget and as per planned schedule.

THE SOLUTION

We worked rapidly in distributed (onsite-offshore) team to execute the assignment over 6 weeks:

Analytics Delivered
- Rate Analysis Engine
- Claim Management Reporting & analytics
- Real-time Corporate Dashboard

Data Management
- Capacity Planning of SQL Server DB for DWH
- Prospect Database used for predictive analysis
- Data Warehouse Platform Migration
- DWH for Distribution Channel Management

Setup of Delivery Center
- Dedicated DWH/BI Resource
- Support and Development Services

Strategic Assessment DWH/BI
- Technology, Infrastructure , Information, Data Quality Analysis
- Current State and Business Function Analysis
- BI/DWH Project Governance Model

Enterprise IT Assessment
- IT Strategy – Current, Organization & Resource Analysis
- High Level Enterprise Architecture Review
- Application Portfolio, Projects Assessment, Business Impact analysis

THE OUTCOMES

STANDARDISED TOOLS, PROCESSES, FOR BI

NIIT worked with the customer to implement downstream projects using standardized tools and leaner processes with faster time to market & lesser cost).

TECHNOLOGY ENABLED INNOVATION

Bringing in latest technologies and processes also enabled customers to experiment with predictive analytics pilots that was widely appreciated by business

BENEFITS

- Cost reduction of 15% by eliminating redundancies and sharing standardised tools and processes
- Leaner processes increased time to market (20%)
- Advanced capabilities (Rate analysis model, Visualisation)

Information Management architecture to address future business requirements

Enable decision making by providing the right information at right time to right person on convenient channel

P&C Insurance Analytics Platform

Facilitated Business in launching new products in new geographies

Facilitated Business Users to target only most profitable customers

Enhance the profitability of Homeowners LoB

Tools and Technology

MS SQL Server, AS/400 DB2, Logs, External Data	Cognos Data Manager, MS SSIS Cognos BI 1, Active Report	R, Python, Knime