WORKFORCE & ORGANISATIONAL ANALYTICS

Leading British Bank

THE CLIENT

Client is parent leading UK Bank. They implement bank's software and infrastructure strategy through delivering high quality process and change projects, applications development and maintenance, and through systems integration.

In the UK, the client has more than 2,500 people working at a variety of locations across the UK including Milton Keynes, London, Leicester and Bootle. They have a further 10,000 colleagues across the globe, with a presence everywhere that its parent bank operates. Together, Client serves more than 102 million Santander customers across retail, commercial and investment banking.

THE CHALLENGE

The Situation

The Resource Management Group at Santander Technology Engineering use an array of source systems to understand projects, plans, HR, financial records, Suppliers/Vendors, contract hires, and complete view on how individuals are sourced onto projects. The team currently stiches together reports and scorecards by downloading dumps of data and then using Excel to translate that data into meaningful information. This is all very manual and then presentations back to executives are delivered on PowerPoint, meaning that any drilling or deeper dives into the data is not possible in real time.

The Ask

NIIT-Technologies has been working with Santander Technology Engineering to build an automated solution. The initial ask was to bring on a small team to build a proof of concept based on one data source, which was the Resource Management Database. The team (both Santander and NIIT-Tech) were able to develop an automated solution in MicroStrategy, allowing users to drill, self-serve and build analysis in an interactive environment.
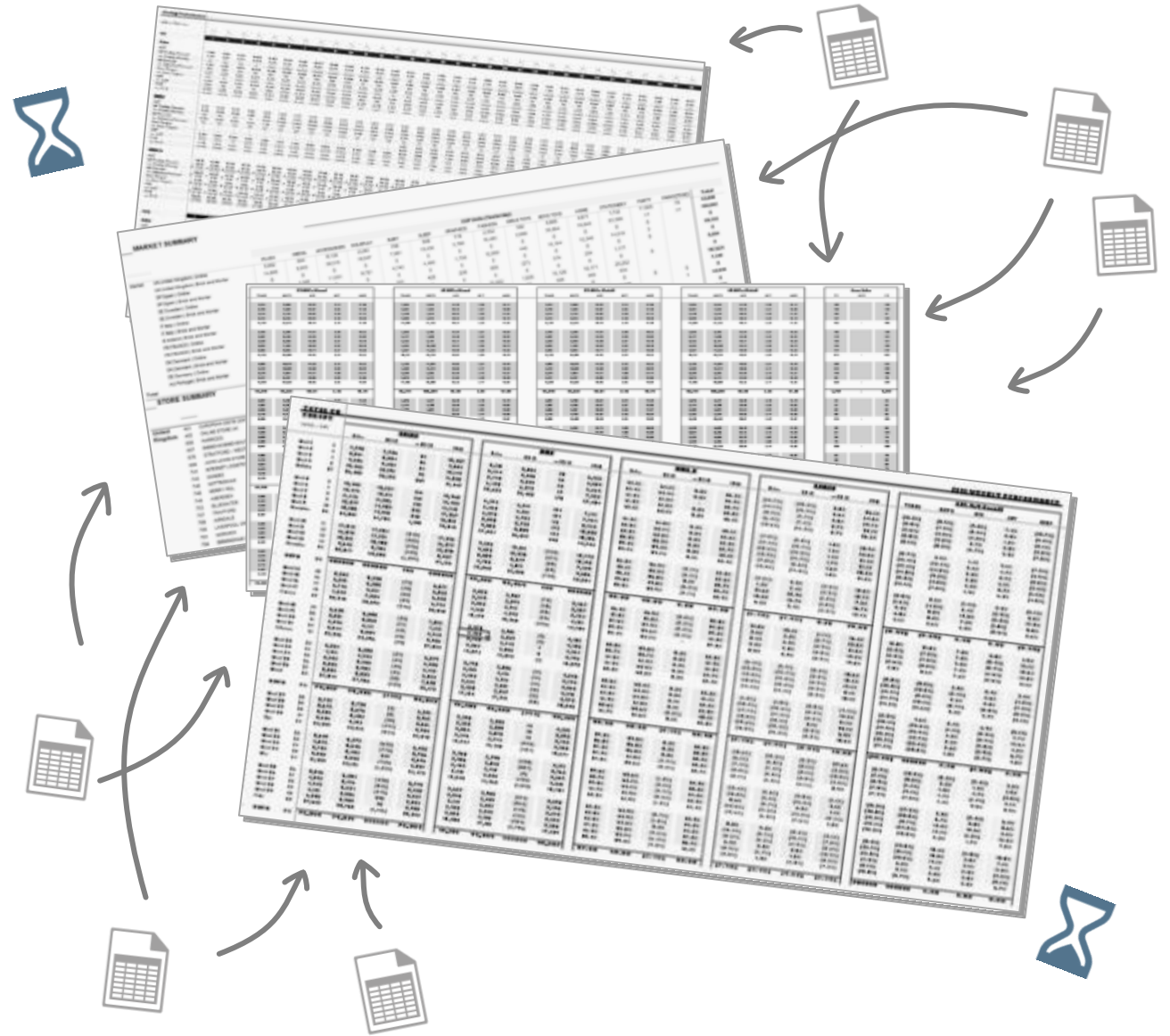
THE SOLUTION

We worked rapidly in a small team over three weeks to deliver the following solution:

DATA DISCOVERY & DESIGN
Define the data architecture through understanding workforce data requirements, how projects and portfolios are structured, and requirements for the tool. Then work with stakeholders to identify and initial design for the product

BUILD WORKFORCE MAPPING TOOL
Build the workforce mapping tool and develop in MicroStrategy. Iterate the solution based on feedback from senior stakeholders.

DASHBOARDS & REPORTS
Gather reporting requirements and build all required visualisations in MicroStrategy and PostgreSQL. This includes Exception Reporting to ensure data quality.

NIIT
technologies

THE OUTCOMES

ACCURATE WORKFORCE DATA

The tool provides accurate information on Santander Technology's entire workforce. This includes their roles, skills, secondment details, and working hours, and what projects they are assigned to. Also provides supplier and vendor analysis to compare costs.

CENTRALISED DECISION MAKING

Clear and interactive dashboards/products showing the current levels against target levels for contractors, suppliers, agencies, along with permanent members of staff, allows for effective decisions to be made centrally and quickly rather than two week delays in ad-hoc queries.

BENEFITS

- Cost reduction - **Through analysis efficiency**
- Currently dependant on **7 source system non-maintained** – will reduce to **one integrated system with one version of the truth**
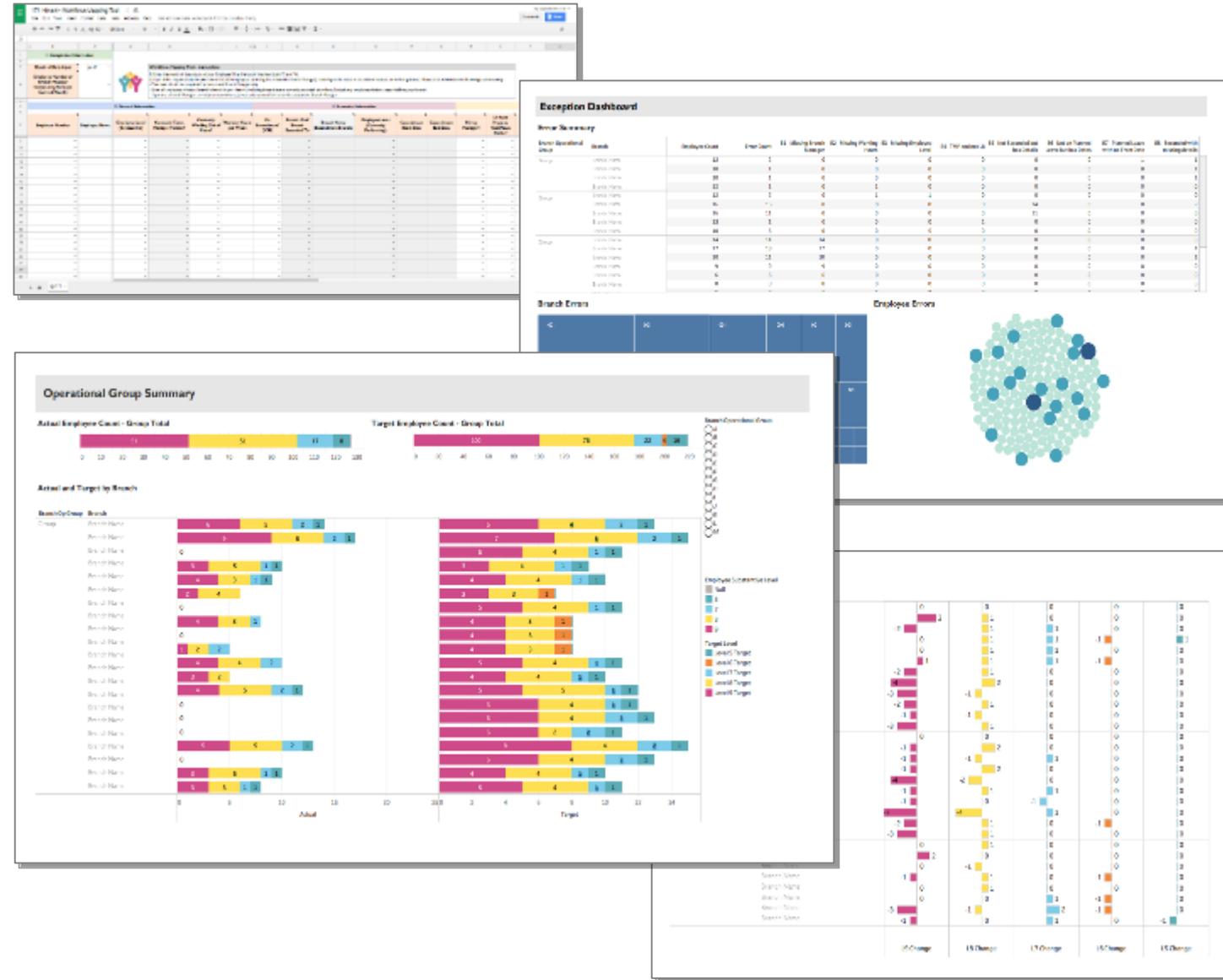
*Data has been anonymised for this example dashboard