

Client Profile



The client describes themselves as “a comprehensive global provider of cloud-based Human Capital Management (HCM) solutions that unite HR, payroll, talent, time, tax and benefits administration, and a leader in business outsourcing services, analytics and compliance expertise. Our unmatched experience, deep insights, and cutting-edge technology have transformed human resources from a back-office administrative function to a strategic business advantage.”

Business Objective

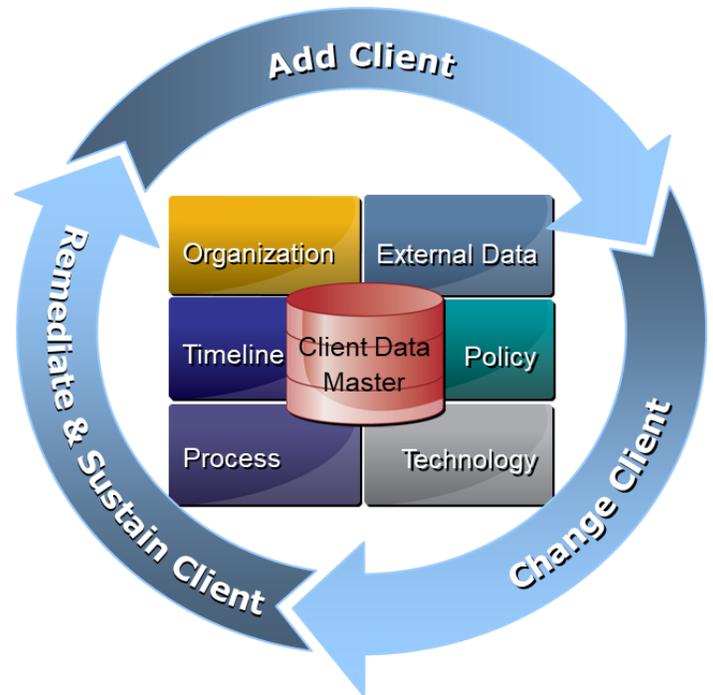
The CEO states, “our mission is to provide insightful solutions that drive value and success for our clients.” These solutions have always been data-driven. Actionable Strategies helped the client build out predictive analytical and data exploration capabilities delivered in the Cloud. To support a scalable and efficient operating model, data governance was required to enable the business to deliver quality data and accurate insights.

Challenges

There were a number of significant challenges in using very large data sets accumulated over decades. The illustration highlights the framework applied by Actionable Strategies to client data which was extended to support the enterprise which faced similar challenges.

- ◆ Semantics – business units and departments defined terms differently; for example there were 6 major definitions of a customer
- ◆ Data Quality – Dirty data was pervasive and data cleansing was often difficult; for example reseller data inaccuracies could not be fixed at the source
- ◆ Data Consistency – As with other large enterprises, there were inconsistent silos of data; for example, some businesses were not using Salesforce and managed their own data
- ◆ Access to source data (tight coupling with applications)

- ◆ Legacy Data Formats required transformation, especially where fields were overloaded for other uses
- ◆ Opt-out – Not all data was authorized for use
- ◆ Transactional Data Quality – Special transactions and embedded test data were found
- ◆ Master Data Quality – Lack of data governance and data management practices allowed data quality to erode



Solution Approach

Data Governance utilizes technology for a small subset of the solution. Other more important factors:

- ◆ Organizational authority and resourcing are required for effective governance
- ◆ Efficient processes and exception handling affect quality and operational timelines
- ◆ Governance over external data including pragmatic policies are essential
- ◆ Ongoing data cleansing must be addressed to sustain data quality
- ◆ Political considerations are essential because of the broad set of stakeholders impacted