



## CASE STUDY

# Discover how a credit management company transformed with data

One of Europe's largest credit management agencies had ambitious plans to manage and modernise its data to deliver better outcomes for its more than 9 million customers, and its investors.

The challenge was to improve customer experience, extract value from their data and protect vulnerable people in their database. To do so, they needed reliable data, a single view of their customers and a flexible scalable infrastructure to achieve it.

“ The Agile team have been fantastic to work with. They have been brilliant at driving us forward: helping with architecture, helping with design, managing the project and giving our team the support they need. ”

## The Data Goal: Making trusted data available to everyone

The company needed to build a solid data foundation to underpin their ambitious plans for the business and achieve a single customer view. Agile and Informatica laid the groundwork that would enable them to democratise their data, extract value from it, connect with customers, enhance governance and launch future innovations with confidence.

### Phase 1 Challenges

The organisation's lack of a stable data foundation presented a serious risk. Critical aspects like data governance, data quality, data ownership and data lineage had been examined, but solutions had not been properly planned or implemented. Without knowing the source of the data or being able to trust it, the organisation found it impossible to make confident and informed business decisions based on that data.

#### ▲ The Agile Solution: Robust data management practices and platforms

To successfully implement Master Data Management, which the organisation could rely on now – and into the future - Informatica's on-premises data management platform was chosen. Agile brought the project to life, working in partnership, we developed and built a robust platform that incorporated accurate and reliable data.

### Phase 2 Challenges

There were two significant obstacles to achieving the migration:

- ▲ it was taking place in the middle of their existing data management transformation, restricting the availability of internal skills and resources
  - ▲ the legal complexities of migrating sensitive customer data to the cloud needed to be understood and addressed
- #### ▲ The Agile Solution: Secure and seamless cloud migration

As a Platinum partner of Informatica and using our migration accelerators, developed over more than a decade, we enabled the client's data management transfer to the cloud on time, within budget and without disruption.

## The Impact

By migrating to cloud services, the organisation was able to:

- ▲ Trust their data's accuracy and reliability
- ▲ Save £0.5M in infrastructure costs
- ▲ Create a flexible platform to support future innovations
- ▲ Enable teams to collaborate around data effectively
- ▲ Improve data literacy and increase understanding of data's value
- ▲ Maintain data security without sacrificing scalability
- ▲ Streamline compliance dashboards
- ▲ Identify >£18M in unallocated accounts

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