

Rethinking business intelligence through data-driven transformation

For an American multinational technology company



Client Overview

A multinational technology corporation that develops and supports a range of software products, services, devices, and solutions. The company's segments include Productivity and Business Processes, Intelligent Cloud, and Personal Computing. It markets and distributes its products and services directly or through original equipment manufacturers, and distributors and resellers.



Business Challenges

With the growing need for insights and speed to decision making, the client embarked on a journey to develop an agile, responsive, and scalable solution that enables the business to execute their enterprise-wide BI (business intelligence) strategy. However, they were facing several challenges.



Non-existent BI governance and questionable portfolio, architectural and data choices led to siloed efforts with 80% data duplication.

BI capabilities were limited to 'rear-view' reporting with no provision for real-time, intelligent insights.

BI infrastructure was fragile, non-scalable, and under-invested.

Lack of common BI technologies made it difficult to identify, acquire, and integrate required data.

BI delivery relied heavily on slow and costly ad-hoc initiatives.

BI siloes impeded BI talent acquisition, fungibility and growth.

Our Solution

HCL partnered with the client to create an integrated business intelligence platform with pervasive self-service analytical capabilities to aid real-time decision making. Key highlights of the engagement included:

Employing data lake with a hybrid of SQL and Big Data stores for self-serve reporting capabilities with business data dictionaries.

Framework based ETL/ ELT development using MS technologies & accelerators for rapid development.

Certified managed reports with 30 secs rendering SLA.

Creating a BI university for end-user training.

Automated environment and proactive outage communication to business.

Technologies Used: Azure AD, Logic Apps, Azure App Service, Azure DevOps, Angular JS, Azure SQL DB, Cosmos (MS Big Data), Power BI

Business Impact

Post implementation, multiple business teams were able to utilize advanced, real-time analytics in their day-to-day decision-making process.

Risk calculation time was reduced from 6 hours to 40 minutes.

Reduced dependency on IT teams owing to self-service nature of the platform.

2X faster time-to-market for new features and services.

Visualization capabilities to enable real-time data insights for business users.

✉ For any queries, please reach out to us at digitaltransformation@hcl.com

