KMS

A global private bank puts its money on the right Business Intelligence team

"With KMS solution, our Business Users can answer many of their own questions instead of relying only on monthly reports. This allows them to give our high-net worth clients suitable and more timely advice to make better decisions in their wealth and investment management," senior management representative.

Client: Global private bank:

Location: Headquartered in Singapore with offices in Hong Kong, Dubai, Philippines

Function:
Private banking services to high net worth individuals

Solution:
QlikView implementation in the Singapore office to enhance its working efficiencies and simplify its data analysis processes. The upgrade from the manual system took 6 months to implement, and allowed a larger group of users to access the data suit. Benefits:

- Analysis and reporting time expedited by 30%, with more users able to access the information on their own.
- Faster and more appropriate intelligence data to facilitate the advisory process for its clients.
- Improved security management system to administer large groups of user profiles.

Data source systems
Excel files, core banking system

The Challenge

Data bottlenecks from primitive methods of data analysis

The company had combined data from two different private banking divisions. Business units and its finance department relied only on basic software applications such as Microsoft Excel and Microsoft Access for reporting and analyses work.

"We needed to understand complex data, but using spreadsheet and database software made the whole process slow and laborious for those who needed to gather and dissect the information. It affected our ability to effectively develop our services anal market them to our customers," says a senior management representative.

The finance departments and business units found that they needed a faster and more efficient system to collate data in order for decision makers to gain useful customer insights. They needed to eliminate the bottleneck and provide the information to decision makers in a more usable form.

The senior manager adds, "We were hoping for a solution that could give our users quick access to data so that they could answer their own queries, instead of depending on those who were creating the reports. We embarked on a search for a suitable business intelligence tool and assessed a few solutions, including 0racle's Hyperion. Having used a business intelligence solution offered by KMS at my previous place of employment, I requested that they meet with our working committee on the possibility of re-engineering our systems."

The Solution

An easy to use BI system with a short learning curve

With consultants focused on delivering on-time, on-budget solutions for their clients, the KMS team actively sought ways to make the client more flexible and efficient. Offering 0likView as a solution,

KMS worked on customizing the business intelligence tool to simplify the way they worked.

The client says, "The initial tests that KMS conducted gave our business users insight into customer behavior several days sooner than with our previous manual processes. Our analysts were also freed up from the tedious process of data input, and could spend more time on detailed analytics instead. Since its actual implementation, our turnaround time to generate reports has improved by 30%. The interface is also very much more graphical anal interactive compared to other BI products."

During the months of testing, the team received a great deal of positive feedback from users. In fact, the solution was so easy to use and flexible that the number of users grew from 15 to 60. KMS made it very intuitive for users, and this included several power users from the finance department.

Implementation was relatively quick for a project that had to start from scratch. It took six months for the entire implementation including extracting data from their data sources anal creating the dashboards.

Mr. Ashim Berry, founder and CEO of KMS notes, "The dashboards extract information from several data sources and provide high-level performance metrics and trends. It is an evolutionary process as more and more reports and interactivity are added. Users can also easily mollify dashboard filters to focus on specific metric sets by category or sub-category."

The nature of private banking and client management involves a great deal of sensitive information at hand. As such, the consultants at KMS also recommended Click2Manage, an add-on administration and security system that complements QlikView. A proprietary solution developed by KMS, Click2Manage is a web-based solution that allows to manage security of hundreds to thousands of users and profiles easily.

The success of the implementation was also, in no small part due to the active involvement of the client. With full support from the management, each process from presentation to advisory and implementation by KMS was met with readiness and open-mindedness to new ideas and solutions throughout. The client gave a 100% commitment to ensure that the entire process was smooth.

Working proactively with KMS, the client was open to communication, asking questions whenever there were any and readily provided information whenever it was required. The good teamwork was invaluable to the project.

Similarly, KMS has proven that with a good understanding of its client's needs, it is able to provide a valuable and comprehensive set of BI technologies that makes it possible for organizations to maximize the value of their business data.

The Benefit

Big return on investment with low expense

By using the BI solution implemented by KMS, the client expedited its analyses anal reporting processes. Even with minimal training, users were able to attain in-depth analysis anal consistent, accurate data.

"After the solution was delivered, our colleagues no longer had to wait weeks for month-end reports. All they needed to do was access the dashboard, and with a few clicks of the button, they could see the latest data," says the client.

This meant that the decision making process was significantly expedited as appropriate data was directly in the hands of the employee. The company also saw tremendous efficiency improvements. After implementing the project, a process that used to take 20 steps could now be done in 3 steps. Month-end reports that used to take someone days to produce were now created in an instant.

The drilldown dimensions that the solution offered also gave a greater deal of flexibility in the type of insights they could access.

About KMS

Business Intelligence, Analytics, Big Data Solutions
Singapore | Malaysia | Thailand | Hong Kong | Indonesia

KMS provides Business Intelligence, Analytics and Big Data solutions. This is our 10th anniversary year. With presence in five countries in SEA, we have served more than 400 customers. -10,000+ users in more than 20 countries.

www.kms-world.com
ask@kms-world.com