

DCM-Infotech

**MODERNIZING THE
REPORTING SYSTEMS, FOR
A FINANCIAL INSTITUTION
(NBFC), TO ENSURE
AGILITY AND DATA
DRIVEN, DECISION
MAKING**



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DCM Infotech is a global IT services provider offering a wide range of services, including IT consulting, business process outsourcing, cloud services, professional services, automation services, digital transformation, and managed services. Our clients benefit from our highly skilled and certified engineers, cost-effective remote management capabilities, and robust processes. We are developing AI-ML solutions and services to contribute to the digital revolution.

DCM Infotech is part of the DCM Group, which has a diverse business portfolio. The group originally started as a textile company and has since diversified into various sectors, including IT.

Our customer is a leading provider of household credit and consumer loan solutions. This financial services institution is serving the financial needs of their customers, which are underserved by traditional banks. It has over 570 branches in 21 states and continues to grow year after year by providing reliable financial solutions.

This case study explores journey of a financial services company, in modernizing their applications to meet the changing needs of the business. It lists the challenges the organization faced, the solutions deployed, and the resulting benefits achieved by transitioning from the traditional "On-premise" analytics solution to a comprehensive cloud analytics solution.

Challenges: Customer was using Qlikview as the Analytics tool, for creating reports and dashboards. It was an "on-prem" deployment with lots of restrictions in the way the licensing policy worked.

- ❖ Performance of their existing analytical tools was slow and not able to meet the high growth rates that the customer was wanting
- ❖ There was a limitation on the number of customized Dashboards and Reports
- ❖ Restriction on number of licenses, resulting in the non-availability of real time reports at the branch level.
- ❖ Usage of Microsoft Access, excel reports, and user querying were leading to deterioration of the database performance and lack of good data inputs

Solution:

Being a Microsoft partner, with deep strengths on MS- Azure and MS-Power Platform we showcased the agility, the improved functionality and the reduced cost of moving to the Microsoft environment. Our Azure architects and Power BI architects worked together, to design an Optimum solution to meet the demands of a fast growing organisation. We helped the customer with:

- ❖ Seamless Migration of 30+ qlikview apps to Power BI
- ❖ Adopted a holistic approach of building apps as per the latest technology, features and adding functionality as required, instead of doing a "Lift & Shift" migration.
- ❖ New apps aimed to improve the audit and legal compliances for the customer.
- ❖ New apps & reports designed to help better decision making, for different levels of the organisation.

Business benefits:

- ❖ Increased agility for the customer, by switching to the cloud platform.
- ❖ Real-time data analysis for BI.
- ❖ Resource effort and time on generating various reports - reduced by more than 48% - increased productivity.
- ❖ Cost savings of in excess of USD400k - in terms of licenses, multiple software renewals.
- ❖ One company - one report platform- Provide hierarchy-based access to all 2k plus employees.
- ❖ Improved efficiency of the development cycle through Management of apps, tasks, change requests, source code, and reviews through Azure dev ops.

By leveraging data-driven insights, financial institutions can make more informed decisions that lead to better outcomes.

Data analytics can help financial institutions assess and mitigate risks, such as identifying potential defaulters, predicting future risks and creating personalized customer experience.