Investigate DQ

Case study:

Ensuring new technology isn't held hostage to poor quality data

Clean Data.
Limitless Growth.

Case Study

CHALLENGE

As a part of their digital transformation efforts, UniSuper were undertaking a platform migration project. Platform changes require implementation of new technologies or the consolidation of systems and data, and often these types of projects are based on assumptions that existing data is of an acceptable level of quality.

Usually, a change in platform also means a migration of data which can introduce new risks. The project team must ensure all data is migrated correctly and assure stakeholders that it is reconciled for members and finances before it can be signed off.

UniSuper were aware of the risk that data quality presents to a successful platform migration and recognised the need to actively mitigate these risks by having a robust data quality capability embedded in their operations.

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SOLUTION

With Investigate DQ already embedded in UniSuper's ecosystem as the data quality solution of choice, the project team was able to encompass the new source data through direct connections, and easily identify new data quality rules.

Prior to migration, data was in multiple locations – the source platform, the staging platform, to allow for complex transformations and ultimately the target platform where all data would reside. Each of these locations introduced risk where data was being transformed. Data could be lost or incorrectly transformed, introducing new issues for the target platform which could ultimately impact all members.

Using Investigate DQ, the project team were able to connect to each data location and easily apply rules that could identify data discrepancies across members, attributes and financial data. Customised reporting and intuitive dashboards allowed the team to track and report on the number of issues identified at each stage of the migration. This provided clarity and transparency to the stakeholders involved on the project to understand shifting priorities and target areas of concern.
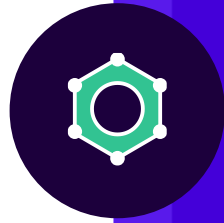
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RESULT

By continuously reporting on identification and resolution of data discrepancies at each stage of the migration the project, the team were able to set and manage expectations of key stakeholders.

These checks and reporting would then form the baseline for expected data quality levels required for project approvals in the future as it helped stakeholders understand the impact and importance of data quality.

All the rules established from the data migration activity were then adapted for ongoing day-to-day data quality checks within the new platform ensuring the investment into the platform and its benefits were realised.
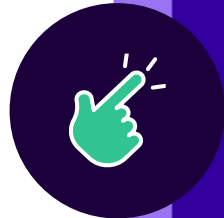
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Benefits of using Investigate DQ

Discover
Manage data quality rules

Declare
Manage remediations

Resolve
Walk through individual cases

Clarify
Walk through individual cases

Ability to understand, track, manage and report on fraud risk and data quality across systems, products and members

Reduction in remediation and compensation costs through early identification and avoidance of issues
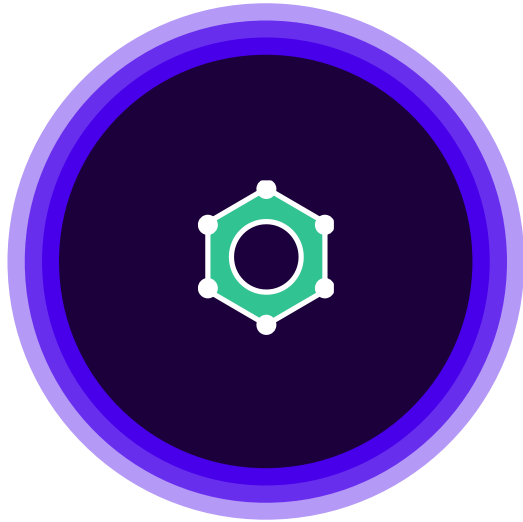
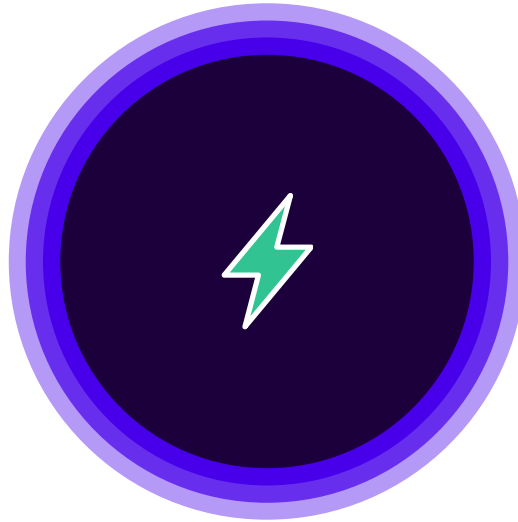Provide customers with a better experience and outcomes

Enhance quality and confidence in data to establish a foundation for data-driven decisions and initiatives
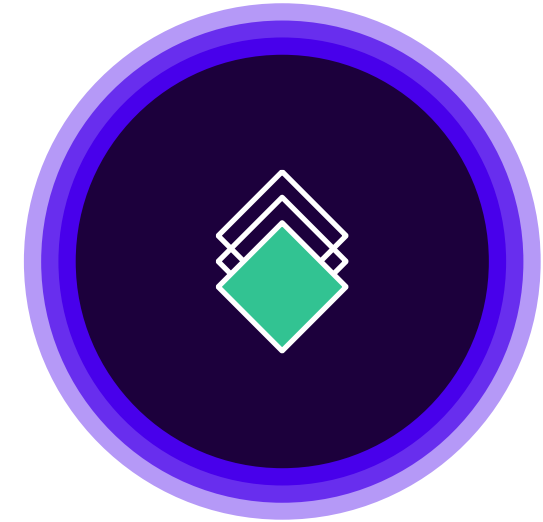
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Why data driven industry leaders choose Investigate DQ

Connects directly to varied data sources including Systems, Databases and Files

Systematically identify Data Quality issues for remediation in a timely manner for better Member outcomes

Reconcile multiple sources of data to ensure accuracy and traceability

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Transform data doubt,
to confidence with
Investigate DQ

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