CASE STUDY

Enhancing Operational and Financial Transparency through Advanced Data Visualization

Quick Summary

The bank is a dynamic player in Indian banking due to its commitment to technical innovation, client happiness, and financial inclusion. CRG Solutions has improved operational and financial efficiency and transparency for procurement phase 2. These advances have improved management decisions, compliance, and vendor relations, showing the importance of technology in modern corporate management.

About the Customer

A prominent private bank is committed to optimizing its operational and financial management processes. This initiative launched the Procurement Phase 2 project, leveraging advanced data visualization techniques to enhance budget tracking, payment processes, and personnel management across various departments and units.

Problem Statement:

Before CRG Solutions offered and implemented advanced visualization dashboards, the bank faced several challenges. Some of the challenges were:

- The inefficient tracking of budget utilization resulted in frequent overruns and misallocations.

- Delays in processing payments, especially for MSMEs, affected vendor relationships and compliance with regulatory standards.

- Inadequate visualization of personnel data complicates resource allocation and workforce planning.

Solution:

To address these challenges, the bank introduced a series of sophisticated visualization tools integrated into their management dashboards:

- Opex Budget Utilization: Using treemaps, donuts, waterfalls, and bubble charts to provide a multi-dimensional view of budget allocation and spending across different business units and categories.

- MSME Invoice to Payment Tracking: A dedicated dashboard to monitor the TAT for MSME payments, featuring detailed tracking of invoice progress and analytics on payment performance.

- Personnel Data Visualization: Dashboards that display FTE and FTC data using state maps and donut charts to facilitate better decision-making regarding personnel management.

The implementation involved several key steps:

- Collaborating with the IT and financial departments to integrate data sources into a centralized dashboard.

- Conducting training sessions for department heads and tech leads to familiarizing them with the new tools.

- Regular feedback cycles are implemented to refine the dashboards based on user experience and effectiveness.

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Implementing focused analytics solutions empowered the media company to make strategic decisions that significantly boosted the OTT platform's performance.

● Improved Content Strategy: Understanding viewer preferences led to a more engaging content lineup, enhancing viewer satisfaction and engagement.

● Revenue Growth: Financial operations became more streamlined through detailed revenue and cost analysis, resulting in improved profitability.

● Operational Efficiency: Data-informed decisions facilitated better resource allocation and operational practices.

● Strengthened Market Position: The platform leveraged unique insights to bolster its competitive edge and value proposition.

Business Benefits:

This has enhanced transparency in budget allocation and utilization, with a notable reduction in budget overruns.

The TAT for MSME payments has improved, leading to better vendor relationships and compliance with MSME payment regulations.

Post-implementation, the bank observed significant improvements

More informed decision-making in workforce management results in optimized resource distribution and reduced operational costs.

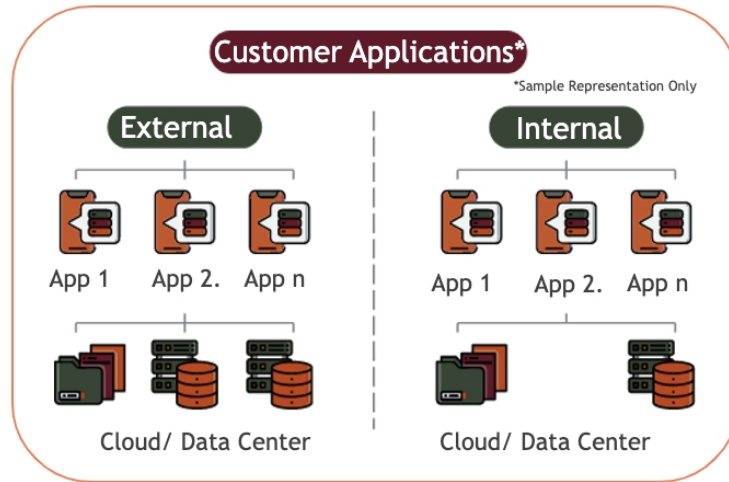*A Trusted Solution Partner*

to achieve

Business Excellence

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We Cover

Analytics

We setup practices, tools to derive insights (customers, products, apps, teams) to enhance or optimize business effectiveness with the help of products like Tableau, Alteryx, PowerBI, Cloud and MLOPs

Customer Applications*

*Sample Representation Only

External

App 1   App 2.   App n

Cloud/ Data Center

Internal

App 1   App 2.   App n

Cloud/ Data Center

RPA

We automate all high volume and mundane tasks to reduce manual errors and to increase efficiency with the help of products like AA (Automation Anywhere), Yellow.ai
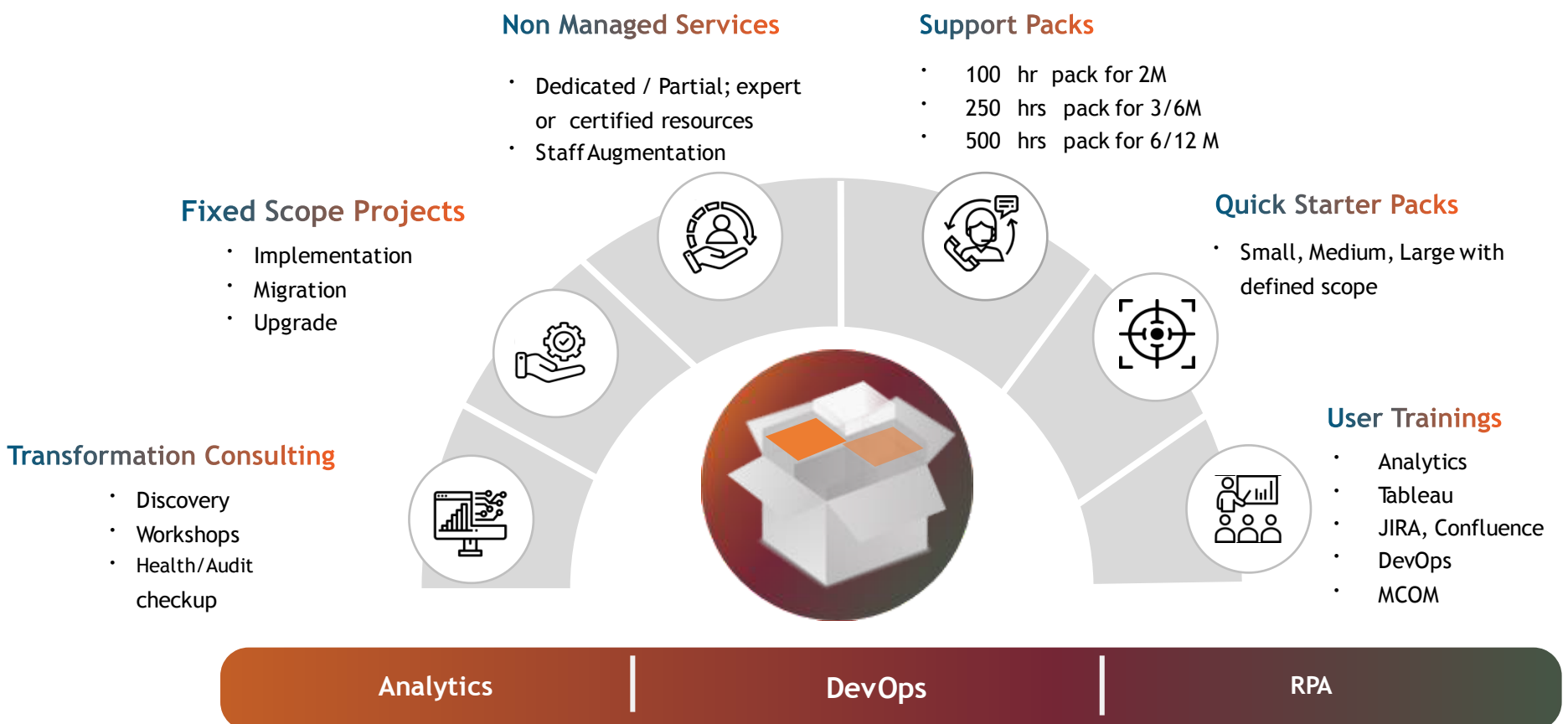
DevOps

We help streamline the application development and maintenance processes with custom project management practices and implementation of world class software tools like JIRA, Azure DevOps, Azure Cloud to improve team productivity

Services Portfolio

Non Managed Services

- Dedicated / Partial; expert or certified resources
- Staff Augmentation

Support Packs

- 100 hr pack for 2M
- 250 hrs pack for 3/6M
- 500 hrs pack for 6/12 M

Fixed Scope Projects

- Implementation
- Migration
- Upgrade

Quick Starter Packs

- Small, Medium, Large with defined scope

Transformation Consulting

- Discovery
- Workshops
- Health/Audit checkup

User Trainings

- Analytics
- Tableau
- JIRA, Confluence
- DevOps
- MCOM

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