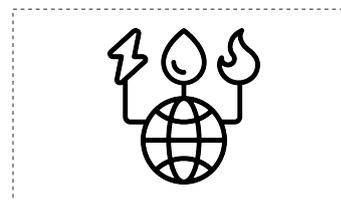


## Success Stories

# Corporate Data Intelligence tool and governance deployment



### Client

Portuguese  
Energy Business

### Industry

Utilities

### Country

Portugal

Reporting and BI

D&I Governance Services



### TECHNOLOGIES LEVERAGED

- DOMO - AWS (RedShift)



### HISTORY OF TRANSFORMATION

In today's landscape, companies are looking to improve business outcomes and bring data to the center of decision-making. To do so, companies are leveraging the power of BI solutions, enabling decision-makers across the organization to quickly access and process the information and driving the corporate strategy.



### CLIENT CHALLENGE

The customer was facing several challenges:

**Inefficient D&I tool:** Dashboards took so much time (30 minutes) to load the data. On top of that, monthly critical reports on actual and expected consumptions and gas contract prices typically took days to generate and required manual effort from the customer. Finally, there was much confusion around the license and the benefits associated with each tool's components.

**Non-existent Data Governance Model:** Work and initiatives are duplicated because there is no internal governance. Moreover, organizational roles and profiles linked with tool administration, maintenance, monitoring, and control are lacking. As a result, technical teams were overloaded, and self-service was inadequately enhanced because users were not fully informed of what they could and could not do.



### SOLUTION OVERVIEW

To tackle the customer's challenges, the solution delivered is branched into two:

#### 1. D&I Tool Upgrade:

Different datasets were created to enable end users to create their own reports using out-of-the-box metrics, indicators, and KPIs. Furthermore, a set of corporate dashboards were developed for those key areas that needed more streamlined information.

#### 2. Data Governance Model Implementation:

A corporate solution to gather, consolidate and provide organized data was implemented, as well as a Data Management module to continuously improve data quality, data securitization, and data governance.



### BUSINESS VALUE & KPIS

#### 1. D&I Tool Upgrade:

As Domo was integrated within the client's organization, the customer can now use it as self-service by creating and analyzing their own data. With the new dashboards, the data loading process took seconds, automatically generating monthly critical reports. Over 200 datasets and 50 reports were incorporated, reducing daily processing time by 80%. These improvements in visualization allowed the customer to decide in a matter of seconds which actions they should take to improve the business.

