

Data Warehouse Overhaul

Synopsis

TIW reviewed and overhauled commercial motor insurer Tradex Insurance's poorly functioning data warehouse, added new reporting functionality and trained the insurer's staff to manage the warehouse in-house. The project restored management confidence in the data enabling it to be used for strategic planning.

The Problem

Tradex Insurance, which underwrites commercial motor insurance for taxis and fleets, needed to overhaul its data warehouse. The existing data warehouse had been not fully implemented, was incomplete, with the insurer's Board having little faith in its ability to provide reliable and useful insights. As a result, it was unable to fully utilise the information in its data warehouse for strategic planning.

"TIW's involvement in this project was critical to its success."

Sarb Lota,
Chief Information Officer, Tradex Insurance

Summary

- ◆ **Client company name**
Tradex Insurance
- ◆ **Business/industry sector**
Commercial motor insurer
- ◆ **Their requirement**
Data warehouse overhaul
- ◆ **What they bought from us**
Consultancy and technical expertise
- ◆ **List of benefits from using our services**
 - ◆ Expert review and overhaul of existing data warehouse capabilities
 - ◆ Restoration and implementation of full functionality
 - ◆ Addition of accurate and accessible management reporting
 - ◆ Realisation of the full value of the data warehouse as an asset to the business
- ◆ **Measurable outcomes achieved**
 - ◆ Creation of a fully functioning, accurate and up to date data warehouse
 - ◆ Accurate, high quality data and management reporting
 - ◆ Fully trained in-house team for ongoing management and maintenance of the data warehouse

The Solution

TIW reviewed the data warehouse with a view to completing the installation, overhauling its functionality, and training up in-house personnel to be able to maintain and manage it going forwards.

A member of the TIW team was seconded to the business to assess the data warehouse and the full and comprehensive review of the data within the warehouse, identified anomalies and flagged up possible solutions for the business to review.

Following the initial review, a series of reconciliation routines were put in place to ensure the robustness and accuracy of data within the system.

Staff within Tradex were also upskilled to enable inhouse maintenance of the warehouse on an ongoing basis.

The Outcome

Tradex Insurance was able to realise the full benefits of having a high functioning, accurate and up to date data warehouse providing it with vastly improved and reliable reporting.

The management team's renewed confidence in the data enabled it to use the reporting element to feed into the business's strategic planning. The insurer was also now able to use and maintain the warehouse using its own staff under a self-service model.

Recap

TIW reviewed and overhauled commercial motor insurer Tradex Insurance's poorly functioning data warehouse, fixing and adding new reporting capabilities and training the insurer's staff to manage the warehouse going forwards. TIW's work restored management confidence in the data and enabled the business to realise the full value of its initial investment in the data warehouse.

TIW designs, builds, delivers and supports digital technology solutions that support the global insurance and reinsurance industry. TIW's SaaS portfolio enables businesses to run their highly regulated businesses efficiently and cost effectively, giving practitioners a single, highly economical, platform that increases efficiency, improves customer service, and drives out frictional costs. TIW's technology services, market knowledge, and experience makes us the right choice as your partner for digital transformation.

Contact us to find out more



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