

LEADING MUTUAL BANK TMB



SUMMARY

A leading Australian mutual bank, Teachers Mutual Bank (TMB) was relying on manual reporting using data from multiple sources to get a monthly overview of how the bank was performing. With impending mergers and consolidation in the mutual bank space, TMB wanted to have reliable access to their data so that they could ask business-critical questions.

IMMEDIATE ACCESS TO CURRENT DATA

Challenge

Reports were run at the end of each month by the business but timely analysis was difficult as it took 5-10 days after month end to generate a report. By then, the data was becoming outdated, and the opportunities for immediate action were lost.

Management decision-making was limited by out-of-date information as report generation time was lengthy.

Solution

TMB worked on optimising their data warehousing to enable them to collect the right data. Working closely with TMB staff, Satsumas personnel implemented a dashboard solution using QlikView and QlikSense to design an information portal in an easy-to-use Analytics Dashboard.

Benefit

Self-service analytics has meant that users can access the data they require themselves.

The data collected is no longer up to 6 weeks old, it is updated daily and key personnel can get immediate feedback on business performance before the end of the reporting period saving time and money.

It is beneficial to members and the bank's overall performance that TMB can provide more timely service to members.

SLICING AND DICING DATA

Challenge

With impending mergers on the horizon, it was important to incorporate new brands to TMB's reporting suite. However, the business reporting process made it difficult to include new brands easily and in a timely manner – if at all.

Solution

Using the Enterprise Data Warehouse as a base, key personnel were given access to a high-level Analytics Dashboard that allowed easy navigation of all relevant merger information.

Not only could they see the overall financial health of the new acquisition, they could slice and dice the data as needed to get a better understanding of the new business and how it relates to their existing business. This reporting was immediate, up-to-date and self-service.

Benefit

Self-service analytics has enabled staff to run their own very specific reports while getting a high level overview of their newly acquired asset.

Being able to look at the same data set in different ways has led to many important business insights.

Knowing that they can run their own reports and easily share them with team members has led to people asking more meaningful questions about the business, leading to greater understanding of the business and their position in the market.

THE BENEFITS OF DATA MATURITY

Challenge

Relying on time-consuming reports that relayed old data meant that the organisation was always looking backwards.

It was difficult to look forward while relying on out-of-date data. The bank was growing quickly and with an expanding member base and mergers on the horizon they needed faster access to their data.

Solution

Satsumas provided access to up-to-date smart data via an Executive Analytics Dashboard that was easy to use, well designed and highly visual.

Staff required little to no training to be able to navigate and begin finding insights. The data was updated daily and users had access to self-service analytics.

Benefit

Now that they have access to relevant and up-to-date data relating to their organisation, TMB has been able to bring a greater focus to looking forward.

The access to up-to-date data allows them to quickly respond to changes in the marketplace, modify campaigns to maximise success and improve member experience.

All of these insights mean the bank is in a better position to benefit its members.

OUR SERVICES INCLUDE

- BI strategy services
- Data & BI development services
- Mobility & cloud solutions
- Consulting Services
- Training
- Customer care & support

About Satsumas

We are focused on solving business problems where complex data is involved. We deliver business intelligence solutions using intuitive visualisations to support data driven decisions through data discovery and self-service analytics.

To discuss your business intelligence needs call us on **02 8212 5666** or find our more about us at satsumas.com

OUTCOME

By leveraging TMB's data warehouse Satsumas helped TMB turn their data into **Smart Data**. Having access to a highly visual and easy-to-use self-service Analytics Dashboard has enabled key personnel to access information in a timely manner.

The self-service aspect of the analytics solution has enabled staff to ask more insightful questions of the business. TMB is now a forward-looking organisation.

TMB started out with a top-level executive dashboard that reported on Marketing, Risk, Operations and Finance parameters. Now that they can see the benefits of accessing a broader range of data via easy-to-use self service analytics, they are planning to roll out dashboards to the next level of management to bring greater focus to all business areas.



Start looking forward



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