![NTT DATA]

Indonesia | Financial Services

PT Bank Central Asia sets course for a data-driven future with metadata management catalog

Client profile

PT Bank Central Asia, Tbk. (BCA) is one of the leading commercial banks in Indonesia, offering the full range of financial services to consumer, SME, commercial and corporate customers.

They hold more than 26 million customer accounts and process around 41 million transactions each day through a network of 1,000 branches; 17,000 ATMs as well as their internet and mobile banking systems; supported by their contact center.

With more than 25,000 employees, their vision is to be the bank of choice and a pillar of the Indonesian economy.

Which technologies?
- Talend Data Catalog

Which services?
- Metadata management

Which partners?
- Talend

[BCA GRUP BCA logo]

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Suwandi, VP Data Management, PT Bank Central Asia, Tbk

Summary

As part of their digital transformation strategy BCA wanted to ensure that they were able to meet the high standards for data quality, management and governance they had set themselves.

Working with us they implemented an enterprise metadata management solution using Talend Data Catalog.

This provides them with improved visibility of all their data, including enabling them to trace any data back to its original source.

With complete confidence in the quality of their data, they're now able to leverage the insights it provides to create a culture of data-driven decision making.

With this capability, they can accelerate their objective of providing an exceptional customer experience.

Business need

Finding the value in information

As part of their vision to become a data-driven organization BCA needed to modernize their data platforms to improve their customer experience.

Data is critical to the modern organization and BCA is no exception, however, ensuring that the data being used to drive business decisions is accurate and current often proves to be a challenge.

Underlying critical customer data is the ability to quickly navigate this data, with the appropriate governance in place. To enable this, they needed an enterprise-level metadata management tool, offering a greater level of control than their previous spreadsheet-based solution.

"We faced challenges in navigating through our business data. Searching had to be done manually and this introduced delays into the process," says Boentoro Wiyono, VP Data Management, PT Bank Central Asia, Tbk.

Critical to the success of the program was the ability to give line of business teams greater understanding and control over their data, optimized change management processes, creating a common language to minimize disconnects between the data and users, and better data to assist in risk and compliance activities.

Solution

Collaborating to create a platform for a data-driven future

As a trusted advisor to BCA, with a relationship that goes back more than 20 years, they turned to us to assist them in implementing the metadata management system.

To ensure they were able to meet their objectives, we implemented a Talend Data Catalog solution, providing them with full visibility of their core business data.

"We had extensive discussions and interviews with NTT to create clarity on how the data would be organized to best align with our vision of a metadata management system," says Suwandi, VP Data Management, PT Bank Central Asia, Tbk.

The solution can automatically detect and retrieve metadata, show data lineage, and provide a comprehensive dictionary and data glossary ensuring that they can maintain high standards of data hygiene.

The enterprise metadata management solution integrates across all of BCA's data management tools, ensuring that all data can be traced back to its original source with little additional effort. This allows them to significantly improve their auditing, change management and governance capabilities.

Outcomes

Driving visibility and common standards for improved business performance

By implementing a comprehensive metadata solution, BCA now has full visibility into their entire data environment, ensuring they can leverage this critical data asset to drive data utilization allowing it to be used to improve customer experience and satisfaction.

End-to-end visibility and control

The data catalog allows BCA to provide a holistic view of information that are mapped to various data life cycles so that all data owners have complete transparency and the ability to trace data lineage.

Manage risk and compliance

With end-to-end traceability and data transparency, they're able to provide all users, including their auditors with immediate access to the source data, ensuring that they can quickly verify the integrity of information.

Improved time to market for current and future data-driven initiatives

The data catalog enables them to accelerate change management, migration and replatforming projects with a bird's eye view of data flows and one-click impact analysis.

Accelerate time to value for the BCA data lake

The data catalog automatically creates and maintains an always up-to-date data inventory from the BCA data lake, providing a single source of truth for all users.

Translate data into common business terms

Leveraging a standards-compliant business glossary – with sanctioned definitions of business terms – means that users can ensure that they're working from a common definition of all data. This provides a common base for all reporting and performance measurements.

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