



Case Study – G-SIB Data Remediation, Standardization, and Governance

Context

- The client was a G-SIB facing considerable pressure from regulators, customers, and executive stakeholders to address a **colossal data governance challenge** resulting in more than six million manual adjustments to the bank's transactional data per month.
- Vox was selected to provide a **current state analysis and future state target** for managing the bank's most challenging data governance issues.

Issue

- Due to the urgency from stakeholders to **provide relief from the manual issues** as soon as possible, a wholesale reorganization and restructuring of the bank's myriad data flows into a **standardized enterprise model was not an option**.
- The bank's **short-term directive** was to help the CDO and IT team **track, triage, and respond to the most urgent data issues** in a way that **eliminated redundant efforts** and avoided creating new issues.

Approach

- Vox proposed the creation of a **custom web-based issue tracker** to collect data issues reported by business users. Custom database logic would then aggregate correlated issues and provide the basis for an effective IT response. Vox also enabled the integration of MIS feeds from the manual adjustment tool to allow **effective prioritization** of open data issues.
- Vox tackled a **data flow analysis**, tracking through more than 100+ independent data schemas in the process. The static data bottlenecks were all identified, and were discovered to have shared considerable overlap with each other. The golden source repository schema was proposed and delivered to the CDO office for approval.
- **SQL queries and stored procedures were developed** to generate reports which detailed where data bottlenecks were occurring, enabling the CDO to triage and troubleshoot issues more effectively.

Results

- Once the data issue tracker was implemented, the G-SIB saw a **60%+ reduction in the number of manual adjustments** per month.
- The CDO was now able to marshal and direct resources to fixing issues that had the most widespread impact first.
- With the **short term objective achieved**, the G-SIB was confidently able to pursue the strategic vision of a standardized enterprise model solution for the firm's data.