



# Global Health Service Provider Accelerates Decision Cycles by 20% Using Unified Dashboard Integration



## Case Study

### About the Client

This Fortune 100 global health service company, headquartered in Connecticut, USA, offers a comprehensive range of health insurance, pharmacy benefits, behavioral health services, dental coverage, and wellness programs. With a rich legacy of providing innovative solutions, the company is committed to enhancing the health, well-being, and peace of mind of its customers across the globe.

***The business required a modernized data infrastructure to drive better customer experience through advanced, data-driven capabilities.***

## Business Challenge

The company faced significant challenges in managing and analyzing its vast amounts of data. Existing systems lacked the agility needed to accommodate business growth and evolving customer expectations. Key issues included:

- Siloed systems and inefficient data retrieval methods hindered the ability to unify insights across the enterprise.
- A consolidated view was required to integrate outputs from multiple dashboards, each hosted on separate legacy platforms.
- Harmonizing legacy data was crucial for centralizing KPIs and ensuring accurate enterprise-wide reporting.
- The lack of real-time reporting capabilities delayed decision-making processes and reduced operational efficiency.
- Heavy reliance on manual data extraction and preparation caused delays and errors when consolidating analysis from disparate dashboards into a unified, comprehensive view.



## Solution Approach

The Trianz team recommended and deployed the AVRIO data and analytics platform. The company was able to seamlessly integrate its data from disparate sources while maintaining its existing infrastructure. This initiative introduced self-service analytics for all business users.

- 1. Migrate company data:** the company used Avrio to move data from its conventional sources, including SQL Server, Oracle, and Teradata to Amazon S3, ensuring a smooth transition to the cloud.
- 2. Federate data for queries:** The company used Avrio's federated query engine to achieve connectivity across diverse data sources, enabling consolidation without altering the existing infrastructure
- 3. Establish a data marketplace:** The company crafted and published reusable data products in a new, internal Data Marketplace, so that its business users could access data products through business intelligence (BI) tools like Tableau and Power BI.



- 4. Create a data catalog:** The company built a comprehensive data catalog that enables business users to easily discover data product owners to easily manage data assets across multiple sources.
- 5. Establish data transparency:** The company used Avrio's built-in data lineage, data quality, and data observability features to gain full visibility into its data assets.

**Create unified dashboards:** The company created several custom dashboards to get the insights its teams needed to make data-driven decisions.

## Business Benefits

AVRIO empowered the company to streamline its data operations and enhance its analytics capabilities without impacting the existing –as-is architecture.

1. **Optimized Decision Making:** Avrio's rapid data connectivity to various BI tools not only saved an impressive 20% in time, but also empowered leadership with an all-encompassing view of data across business lines, catalyzing swifter, and more precision-driven decisions.
2. **Cost Optimization Excellence:** Avrio's data mirroring feature not only optimized data accessibility but also resulted in a substantial 30% reduction in Snowflake consumption costs by intelligently persisting data in Amazon S3.
3. **Quicker Access to Data:** Avrio's data marketplace, along with consumption channel integration, empowered the company's business users to consume data directly via user friendly UI and swift access to BI tools like Amazon QuickSight.
4. **Efficient Transformation using DBT:** The out-of-the-box integration with data transformation tools like DBT streamlined data transformations, resulting in a remarkable reduction up to 40% in extract-transform-load (ETL) effort.



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