

A leading forex dealer case study – Analytics for Performance Management



Largest bureau de change in UK

Client is a large UK-based group involved in the provision of foreign exchange, tourist, and financial and banking services with an annual turnover of over US\$ 1.3 billion. The group has over 200 offices throughout Europe, and employs around 500 staff.

Challenge

Analytical reporting tool for faster decision making at top level not available. It was not possible by the management to compare the operational data with historical data and slice and dice data by business entities.

Solution offered

Techwave designed data models for the Data Warehouse and developed dashboards and analytics reports with drill down facilities for various levels of the management. SAP BO was used as an analytical tool and IBM DB2 was used for Data Warehouse. SAP BO was configured to access Data Warehouse for historical data and production database for real-time analysis.

Outcome

- Real time Analytical reports for faster decision making
- Performance monitoring up to the operator level
- Actual vs Budget comparison with respect to volume, turnover, margins, etc.
- Analysis of performing and non-performing branches
- Analysis of transaction overrides or exceptions at branch level

Thought leadership

- Domain knowledge on Forex
- Understanding customer business process
- Designing dashboards and analytical reports for operational, middle and top management

Current status

Phase – I critical dashboards and analytical reports delivered on time. Phase-II report development in progress.