

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 a full range of financial services to consumers, SMEs, and commercial and corporate customers.

They serve more than 26 million customer accounts and process around 41 million transactions each day through a network of 1,000 branches and 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.

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 NTT DATA, they implemented an enterprise metadata management solution using Talend Data Catalog. This improved the visibility of all their data, enabling them to, for example, trace any data back to its original source.

With complete confidence in the quality of their data, they can now leverage the insights they gain from it to create a culture of data-driven decision-making.

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

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Suwandi

VP Data Management, PT Bank Central Asia, Tbk.

Business need

Finding the value in information

To unlock the value of critical customer data, BCA needed to be able to navigate it quickly, with the appropriate governance in place. To achieve this, they needed an enterprise-level metadata management tool that offered greater control than their previous spreadsheet-based solution.

“We faced challenges when navigating 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 of and control over their data, optimize change management processes, create a common language to minimize disconnects between data and users, and improve the quality of data used 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 NTT DATA 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.

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The solution can automatically detect and retrieve metadata, show data lineage and provide a comprehensive dictionary and data glossary, helping the bank maintain high standards of data hygiene.

The enterprise metadata management solution integrates with 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 of their data environment, enabling them to leverage this critical asset more effectively to improve customer experience and satisfaction.

End-to-end visibility and control

The data catalog gives BCA a holistic view of information mapped to various data life cycles, providing all data owners with full transparency and the ability to trace data lineage.

Manage risk and compliance

With end-to-end traceability and data transparency, the bank can provide all users, including auditors, immediate access to source data, enabling them to verify information integrity quickly.

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

The data catalog helps accelerate change management, migration and replatforming projects by providing 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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