FTI Consulting Enterprise Data Management

NAVIGATING THE DATA CHALLENGE ON AN ENTERPRISE SCALE

FTI CONSULTING™

EXPERTS WITH IMPACT™

About FTI Consulting

With over **6,250** employees and offices in **28 countries** on six continents, our breadth and depth extends across every major social, political, and economic hub **around the globe**

53 of the **Global 100 corporations** are clients

We combine unparalleled **expertise** and **industry knowledge** to address critical challenges for clients

Trusted advisers serving clients globally with **diverse expertise** and **exceptional credentials** including accountants, economists, engineers, former CFOs, and strategists

Advisor to **8** of the **world's top 10** bank holding companies

Founded in **1982** and **$3.5BLN** equity market capitalization*

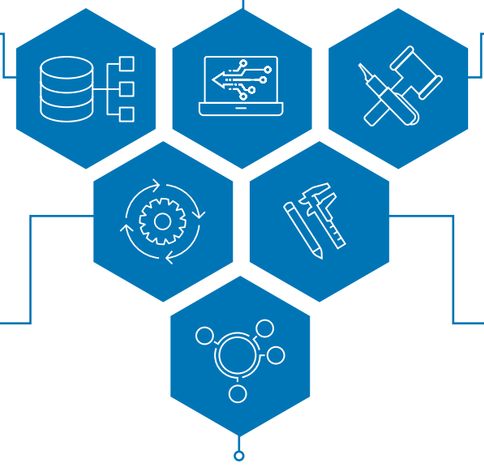
Advisor to **96** of the **world's top 100** law firms

We are a **global advisory firm** that provides multi-disciplinary solutions to **complex challenges** and **opportunities**

Expertise across a range of industries: Real estate; energy; power and products; financial institutions & insurance; healthcare; life science; retail & consumer; and telecommunications, media, and technology

*Number of total shares outstanding as of October 23, 2020, times the closing share price as of October 30, 2020.

FTI Consulting's Digital Delivery Practice



Enterprise Data Strategy Development

Delivery of a clear vision for data, investment strategy and implementation roadmap.

Data Architecture Design

Design of a technical blueprint for where and how data is stored, integrated and managed.

Enterprise Data Governance

Definition of clear data governance models across people, process, policy and technology.

Data Operating Model Design

Definition of a clear set of Enterprise Data Services along with data management standards, processes and procedures. We also carry out the implementation.

Data Engineering Services

Technical delivery of all aspects of data architecture, automated integrations, data quality solutions and data warehousing. We deliver across geographies through a large team of data engineering professionals.

Data Analytics & Visualisation

Delivery of BI stack, data visualisation applications and advanced predictive modelling; developed on client environments or managed on FTI Consulting's private cloud from our Data Services Hub.

Overcoming the Data Challenge

Typical challenges we hear from our clients:

Monetising data through digital initiatives, data science and data driven operations are all hindered by challenges below:

Regulatory risks due to poor data competencies

Spiralling cost of ownership

Causes

Our Clients Have Experienced Major Benefits from Our Services

Our clients are equipped with a strategic actionable roadmap, broken down by targeted business outcomes

Increased revenue through streamlined digital and sales solutions

Decreased cost of sales and operations through automation and de-duplication of effort

A renewed culture of ownership, governance and accountability for data

A stronger overall data operating model

Improved customer experience

Data science initiatives unlocked with more agility and quicker speed to insight

Digital analytics programmes unlocked

Stronger regulatory compliance

A more scalable, secure and future-proofed data architecture and technology stack

Higher levels of trust in data quality, empowering faster and more decisive decision management

Data Services Core Competencies

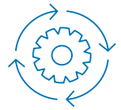
Our clients consistently benefit from the delivery of the the sub-components of our data services:

BI & Analytics – A strategic approach to provide the platforms for the production of insight, the automation of visual analytics and to unlock data science capability. This includes technology design and target state information delivery mechanisms.

Governance Model – A clear model for ownership, responsibilities and controls for data as a whole, including enterprise level data policy development.

Compliance – A clear approach for meeting regulatory obligations, which align the reference architecture and technical enablement e.g. GDPR, Solvency, IFRS etc.

Security – A set of recommendations for securing data and environments, and an approach for how users interact with both.

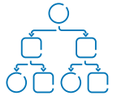


Operating Model – A comprehensive model for how data is managed and used across an organisation including organisational structure, data services definition, processes, procedures and communications.

Implementation Services – A range of expert delivery people including Developers, Data Scientists, Data Modellers, Programme Managers and Architectural Practitioners.

Data Quality Framework – A clear framework for monitoring, reporting and alerting data quality issues including technology design and correction/ improvement programmes.

Master Data Management – A defined approach for mastering key business entities' data (e.g. single view of customer, supplier) including technology design and design for synchronising systems.



Data Reference Architecture - A logical blueprint for how data is structured and integrated across an entire organisation.

Host Architecture Design – A clear design for data hosting, estimating non-functional requirements (NFRs), physical infrastructure or leveraging cloud technologies.

Roadmap & Investment Strategy – A medium to long term delivery roadmap which is tailored towards strategic business outcomes, investment stage gates and return on investment.

Services Centre – A private cloud which is available to our clients to host data solutions. This includes a dedicated services team comprised of specialist Data Engineers and Analysts to build and manage these solutions.

OUR SUCCESS STORIES

DATA STRATEGY & TRANSFORMATION

Our client, a major European insurer, was suffering from a general lack of direction with respect to their data and was paying the price for neglecting to invest over many years. Key data consumers such as the Pricing and Actuarial teams were severely hampered in terms of data preparation, speed to insight and pricing accuracy. The client's marketing strategy was also failing to deliver growth. As a whole, MI was difficult to generate, insight was scarce and data services and ownership as a whole were ill-defined. The client approached FTI Consulting to utilise on our **Data Strategy service**.

We worked with the client's c-suite business leaders to develop a strategic roadmap for data and a business case. This included a target state data reference architecture, a single view of customer design, technology design, infrastructure design, organisational structure and an operating model for data. We delivered a three-year implementation plan, investment and return on investment strategy. The client subsequently leveraged our **Implementation service** to carry out the technical delivery, operating model transformation and programme management.

The business case demonstrated a €1.7m implementation spend with €3m+ return on investment in the first three years alone through FTE savings, faster insight and faster pricing. The client continues to excel using a more simplified, integrated and performant data landscape.

INSURANCE CLAIMS ANALYTICS

Our client, a large international insurer was experiencing accelerating motor claim costs. We conducted an initial analysis that shortlisted business hypotheses in order to concentrate on a manageable boundary of data analysis. We identified bodily injury as a primary cause of spiraling costs (e.g. whiplash). More specifically, third party bodily injury claims which were notified late in the claims handling process raised materially higher costs.

The client needed to be able to predict and identify these cases fast, so that targeted interventions could be taken to reduce both the frequency and severity of these claims. The client approached FTI Consulting to capitalise on our **Data Analytics services**.

We extracted key claims journey and behaviour data (both structured and unstructured data), carried out advanced mathematical analysis and built a predictive model. The client engaged our **Services Centre** to build a near real time integration between our solution (on the **FTI Consulting Private Cloud**) and the client's claims system to push visual icons and star-ratings to the end users as a means of simplifying the predictive scores. We also worked with the client to define preventative claims handling strategies and educated their users on how to ultimately realise the cost saving.

The business outcome was a £5m saving in indemnity spend (falling straight to the bottom line). In the first 24 months, on a book value of £105m the client experienced a 15% reduction in the frequency of bodily injury claims and a 20% reduction in severity. This represents a 12 to 1 return on the client's investment from working with us.

Why FTI Consulting?

As an award-winning global consultancy firm, clients benefit from our multi-disciplinary expertise, commercial approach, depth of experience and cultural awareness. We offer:

Highest ISO Security Accreditation

Our entire team works in accordance with our ISO-37001 Security Certification which ensures a highly secure environment for our client's information.

Innovative Technologies

Our Data Architects and Engineers pride themselves on staying current with the latest industry trends and deploying the most performant options for our clients.

Industry Insight

Our team has a proven track record of working across a range of industry sectors at a global level which provides our clients with a competitive edge.

Readily Accessible Senior Experts

We ensure that you have the right people working with you to deliver the insight and assistance you need. Our experts have a long proven track record of delivery, accreditations and awards.

Business Expertise to Compliment Data Services

We compliment our data services with both operational insight and commercial strategies to ensure that all investment in data is aligned with target business outcomes.

Technology Alliances

We hold a set of strategically chosen alliances with leading of technology providers, which we use to provide our clients with preferential licencing costs, access to additional advisory services and best practice implementation designs.

Bios

MARK HIGGINS
Senior Managing Director
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Mark Higgins leads our Digital Delivery practice and specialises in data driven performance improvement and business transformation.

Mark has a proven track record working with corporate and private equity clients to assess drivers of non-performance and deliver business solutions that add sustainable commercial value. This includes delivering 10X returns for his clients on their investments in data and digitally driven initiatives.

He has led strategic growth and profitability improvement engagements for blue chip organisations in insurance, banking, wealth management, telecommunications, technology and retail.

JOHNNY ENRIGHT
Managing Director
johnny.enright@fticonsulting.com

Johnny Enright heads up the Data Services component our Digital Delivery practice and has extensive expertise in delivering data strategies, data analytics solutions, business intelligence and change programmes.

Johnny is an experienced Programme Manager primarily in the insurance sector.

Johnny also leads the Data Analytics Centre in Dublin where FTI Consulting delivers innovative data analytics and business intelligence solutions for a number of clients. This centre is built on skilled resources, our ISO Secure technology platform and market leading analytics solutions which enable clients to maximise value from their data assets and drive out their growth and cost saving initiatives.

PATRICK LISTON
Senior Director
patrick.liston@fticonsulting.com

Patrick leads our Data Consultancy service offerings and has a proven track record of delivery in the data strategy, governance and architecture space.

Patrick works closely with executive stakeholders and focuses on business outcomes and return on investment when identifying opportunities for data centric change. Patrick helps clients to develop comprehensive strategies including roadmap development and investment planning. He also programme manages the ultimate implementation of strategies.

Patrick leads a team of Architects and Data Engineers working across a wide range of industries and technologies, particularly in data analytics enablement for major financial institutions.

EXPERTS WITH IMPACT™

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities.

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