

# Data Quality and Remediation Success for Leading Farm Credit Bank in the U.S.

## Client Overview

The client is a leading Farm Credit Bank funding 20+ affiliated associations across eighteen states in the U.S., with services reaching 80,000+ farmers, agribusinesses, and rural homeowners.

## The Business Situation

The client was challenged by data quality issues that were becoming a bottleneck in their business initiatives. They wanted a multi-pronged solution to improve the quality of their data. The client wanted to have 100% of their data issues dispositioned. They required the implementation of remediation and exception management business rules, data profiling, and validation scripts. They also wanted to build and operationalize the Data Quality Incident, Issue and Problem Management processes.

## The Solution

With deep expertise in delivering value for BFSI organizations through Data and Analytics solutions, GS Lab | GAVS built and operationalized Data Quality Incident, Issue and Problem Management processes to drastically improve data quality.

The team first performed a detailed assessment of all technical and business processes to understand the data lifecycle and created a list of data issues to be handled based on the assessment. A metadata management standard was implemented. The team also established a data quality framework and dashboard as appropriate for each management level. All identified issues were resolved through development and execution of remediation rules.

## Challenges

- Poor data quality hampering business initiatives
- Inability to disposition data issues
- Difficulty in setting up Data Quality Incident, Issue and Problem Management processes
- Integration issues
- Inaccurate reporting and lack of data insights

## Solution Highlights

- Assessment of technical and business processes to understand data lifecycle
- Creation of comprehensive list of data issues to be handled
- Implementation of Metadata Management Standard
- Establishment of Data Quality Framework and Dashboard at each management level
- Development and Execution of Remediation Rules based on identified issues

## Solution Outcomes

- Well-established data governance framework
- End-to-end lineage of 100% clean and quality data with a robust governance mechanism
- Better insights into data quality via integration of workflows with Collibra
- More accurate reporting using cleansed data
- Better decision making and improved business planning