

CASE STUDY

# Consolidated customer view

Unlocking millions of dollars  
of new revenue in banking



**We are architects of systems.**  
We deliver an experience, not just technology.



# Delivering a consolidated customer view for a global tier-one bank

Calibrate Consulting designs and builds the data platform that unlocks millions of dollars of new revenue within weeks of launch, by enabling the bank to offer new products to its customers and monetise previously free services.

## The customer requirement



Create a consolidated customer view across a tier-one

bank's liquidity management business, by building a data platform to link numerous complex source data stores and consuming applications across 45+ markets in EMEA, Americas and APAC.

## The Calibrate Consulting solution



We designed and built the bank's consolidated customer view data

platform, capable of ingesting data from a variety of complex source systems in near-real time and transforming it for consistency. It then flexibly integrates with a diverse set of downstream applications and liquidity operations processes, and provides a suite of reports and dashboards to streamline labour-intensive operations.

## The outcomes and benefits



Within weeks of go-live, and nine months before the underlying system

replacement had completed, the bank had unlocked more than \$1M in new revenues, by being able to monetise previously free services and offer new products. It has also reduced costs and strengthened its strategic customer relationships.

## KEY DETAILS

**Customer sector**  
Financial services

**Geographies**  
EMEA, Americas, APAC

**Customer business areas impacted**  
Sales, Client management, Client support, Product, Risk, Operations

**Techniques and technologies**  
Qlik Replicate, Qlik Compose, Qlik Sense, Qlik NPrinting, PostgreSQL, Oracle Database, Node.js, ReactJS, Python, GoLang, Microservice, Google-Cloud-ready architecture

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“The results the platform delivered – and the speed at which the bank’s senior management was able to see them – meant this has become a showcase project for other parts of the business to follow.”

**Kalpesh Patel, CEO, Calibrate Consulting**

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### CONTACT US

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