

Complete Credit Solutions achieves tangible benefits by implementing cloud-based data foundation

Complete Credit Solutions is an Australian-owned and operated business, specialising in the acquisition and servicing of consumer and commercial debts.

Complete Credit Solutions felt its data infrastructure needed a serious upgrade. By deploying an innovative cloud analytics platform, the Australian-owned and operated enterprise removed roadblocks and

minimised risks around data compliance and business reporting.

CCS partnered with Data-Driven, a Microsoft Gold Partner, to design and implement a Microsoft Azure cloud solution, which instantly proved to be far superior to the traditional, on-premises hardware storage the firm had been relying on.

We're here to help

Our commitment is to work with you and help develop a solution that's right for your situation.

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Customer: Complete Credit Solutions

Country: Australia, NSW

Website: <https://www.completecredit.com.au/>

Industry: Financial Services

Products and Services: Synapse, Azure Data Lake Gen2, Azure Data Factory, Logic App, Databricks & Purview

Azure Data Platform + Purview

Customer Challenges

Complete Credit Solution was unable to scale and expand its analytics reporting, and this was just the beginning.

Its on-premises production system had further performance constraints, and it was struggling to implement industry-required data policies. The organisation's data modelling in Microsoft Power BI was also complex, which hindered self-service analytics. And its distributed data sources prevented a centralised approach to data governance.

Without a sufficient service in place, CCS may have been unable to successfully manage its information security, or operational risks. CCS was also missing advanced data analytics which could provide valuable insights into customer behaviour and trends. These insights could provide an opportunity to drive future business growth.

Customer Benefits

On deploying Data-Driven's Data Foundation in Azure, the company found it could significantly reduce business reporting turnaround times, with new reports being finished in days rather than weeks. The cloud platform's ability to auto-scale according to the demands of the relevant applications, increased the uptime and performance of CCS' reporting function.

Along with elevated efficiency, the solution has given CCS's existing data science team more bandwidth for wider tasks.

Partner Solution

Data-Driven implemented CCS's deployment of Azure in three phases. They implemented the initial phase in August 2021, with the new system being available for production in November.

The business is already reaping the rewards of Azure's capabilities, with a significant customer base spread over three office locations experiencing tangible benefits.

Furthermore, a phase-three project is planned to implement a slowly changing dimension workload on identified data sources to increase analytical insights and customer trends across multiple data sources.

CCS now has a Microsoft-first approach and is investing to expand its use of Azure services, including additional offerings such as Microsoft Office 365. Further projects surrounding cybersecurity and compliance are also in the pipeline.

These have included integrated disparate business data sources into a central data lake to support more accurate decision-making.

CCS also has the benefit of Azure Purview, a unified data governance solution that helps companies manage their on-premises, multicloud and software-as-a-service data. CCS can create a holistic, up-to-date map of their data landscape with automated data discovery, sensitive data classification and end-to-end data lineage to assist in achieving its IT strategic objectives..

This feature has enabled CCS to enforce specific data policies required for the financial services sector.

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