

# DATA ENGINEERING: IMPLEMENTATION OF “ONE VIEW OF THE CUSTOMER” TO A BIG INSURANCE AND BANKING CUSTOMER

## TECH STACKS:



## CLIENT:

A leader in the private sector general insurance, the client provides protection solutions for business, personal and project liabilities to secure against unexpected and untoward events.

## CHALLENGE:

To bring in different data sources like Multi Cloud (AWS and Abacus), EDW (Oracle), Social media, call centres(ILTakecare), and other unstructured data (External Agent information) to create a multi-tenant Data lake. Data preparation for Deep Learning models implementation. Complex consumption layer which uses the data for “One View Customer (360degrees) details in the call centre Marketing personnel, reporting and other downstream systems

## SOLUTION:

We have implemented the Data mesh model on the Azure data platform to meet the varied requirements. Also executed data governance and data security policies adhering to the compliance models related to the banking industry. Used Databricks Delta Lake to search and query the raw data and to use the resultant data sets for the Deep Learning models. RBAC controls were implemented, and the data was shared with the consumers in the varied formats.

