

Improving compliance and customer trust in payment processing integrity through strategic data governance

Client

A payment processing company headquartered in Nigeria and San Francisco

Company Size

900+ employees

Location

Global

Featured Partners



An African payment processing company faced critical challenges in data management and security as they grew beyond start-up status. They required a foundational and scalable data quality and governance framework.

Our team completed a comprehensive COMPASS+ assessment, implemented foundational data governance and training, and developed a robust data strategy that is still in effect today. This work also enhanced organizational data literacy and fostered a culture of data-driven decision-making.



Organizational Assessments



Data Strategy



Data Governance and Management



Training Delivery



The Challenge: Ungoverned data leading to data breaches, fraud, and operational misalignment



Objective: To establish immediate foundational data governance and security while laying the groundwork for long-term maturity of data management.



Existing Issues: Ungoverned, out-of-date data practices and technologies, as well as a lack of organizational alignment, led to security issues and siloed, inconsistent data.



Solution Needed: A data strategy that prioritized a data governance framework and training along with outlining a scalable path forward.



Outcome: Enhanced data security, organizational alignment around KPIs, more effective and efficient demand management, and a long-term data strategy.



The client needed to increase their data's cybersecurity following a data breach, which opened their eyes to the need for mature data management. As their business grew, their current technologies and processes couldn't keep up with the demand for quality data and analysis, leading to inconsistent, inaccurate, and noncompliant data practices. Remediating this also required the organization to achieve a foundation of data literacy and alignment around data strategy and management.

The Solution: Develop a strategy for immediate data governance and long-term data management

To address these multi-faceted challenges, our team completed a comprehensive assessment to develop a data strategy that prioritized data governance and security as the most immediate needs. The long-term strategy to bring the organization to data management maturity continues to be implemented today. Below is an overview of the phases involved and their relevant workstreams:

Phase 1: COMPASS+ Organizational Assessment

Our team assessed the current state of the organization's people, processes, and technologies and identified gaps between the current state and desired future state.

Workstreams:

- Current state assessment
- Stakeholder interviews
- Data analysis
- Technology gap analysis

Phase 2: Data Strategy Development

We developed a full data strategy from current state analysis and future state recommendations, including what areas to prioritize first and how to define, measure, and analyze KPIs.

Workstreams:

- Future state planning
- Platform selection
- Gap prioritization
- Definition documentation

Phase 3: Governance and Training

The team assigned responsibility and accountability to data owners and stewards, developed a full-scale data governance framework, and delivered data governance training.

Workstreams:

- Regulatory compliance
- Governance policy creation
- Template development
- Governance training
- Data stewardship interface development

Phase 4: Demand Management Restructuring

This work transformed the demand management process from start to finish by developing an intake form to capture business need and priority, maturing the agile delivery model, and restructuring the team.

Workstreams:

- Intake form development
- Agile delivery model
- Team restructuring

Services and Technologies Used:

Services:

- COMPASS+ Assessment
- Data Strategy and Planning
- Data Governance and Compliance
- Organizational Change Management
- Training
- Platform Selection

Technologies:

- MySQL
- AWS
- dbt
- Redshift
- FiveTran
- Kafka
- Power BI
- Snowflake

The Results: Impact on the client organization

The partnership resulted in enhanced customer trust through data governance and security, newfound alignment between leadership and IT, and a robust long-term data strategy. This work positioned the client to better protect customers' data while building a data-driven culture. Some of the impacts include:



Reduced Security Risk: The comprehensive data governance framework greatly improved regulatory compliance, fraud detection, and data integrity.



Improved Data Quality: Through governance and strategy, we established a firm foundation for continuous data quality improvement.



Operational Focus: Cross-functional communication and the new intake form improved focus on high-value tasks.



Accelerated Time-to-Insight: The data team handled requests more quickly through team restructuring, process standardization, and agile delivery enablement.



Data Literacy and Alignment: Training and change management increased understanding, energy, awareness, and appreciation for strategic data management efforts.