

CUSTOMER SUCCESS STORY

HELPING FITCH RATINGS TO IMPROVE THEIR BI THROUGH OUR PARTNERSHIP APPROACH



READ HOW WE HELPED FITCH RATINGS TO IMPROVE THEIR REPORTING IN QLIK SENSE AND USE IT TO DRIVE DECISION-MAKING

THE CHALLENGE

Fitch Ratings is an award-winning provider of credit ratings, commentary and research that helps clients all over the world to make better decisions.

As you would expect from a company that deals in research, there were many different departments within Fitch that wanted to make the most of their data.

So, in 2019 Fitch approached Climber to bring a different set of skills and knowledge (and more pairs of hands) to support their in-house business intelligence team, and help to manage the volume of varying business requirements.

Fitch Ratings

THE APPROACH

We worked as an extension of Fitch's BI team, taking on the development of various dashboards in Qlik Sense and acting as Business Analysts to gather requirements from different departments.

For example, we supported the Application Specialist team to understand how they could easily identify trials that were coming to an end, so the Sales team could promptly follow-up with the customer.

Our support helped Fitch to visualise new information, so the teams were able to go into work each morning and see the data they needed at the click of a button. Fitch was soon using data to great effect, with new insight helping them to make key decisions.

CUSTOMER SUCCESS STORY

Following positive feedback from the business, Fitch Ratings requested further support from Climber to continue enhancing their business intelligence practice and maintain momentum.

In phase two of our work, we also helped to develop processes for better data quality and governance. At the time, Fitch was in the infancy of getting the right processes for data governance in place, so our new structures and protocols put them in a better position.

"I always found the Climber team to be extremely knowledgeable for all data related matters. I have been able to use their expertise on many occasions and to keep up to date with the latest products in the BI/Analytics space. The team continue to do an amazing job for us, in delivering innovation and solutions of great impact for the various departments we collaborate with."

Neekul Sukhadia, Director SBI

"Climber has proven to be a reliable partner to effectively support our goal of providing best in class strategic solutions across our organisation. We have been able to satisfy our resourcing needs through Climber thanks to their pool of talented consultants, who are well embedded within the team and constantly able to maintain our high level of standards."

Louise Warner, Managing Director SBI

THE RESULT

Multiple departments within Fitch, including Finance, Product and Customer Services, are now making informed decisions through Qlik Sense dashboards with the correct data governance protocols in place.

The new dashboards are being used to inform decision making from operational teams through to leadership forums, and as such are having great business impact for the organisation.

WE CAN HELP YOU

If you want to modernise your data analytics, talk to us.

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Let's start Creating Intelligent Business today!

