POLESTAR

KPO Multi-National Infused
Trust And Transparency With

Snowflake & Power BI Based Workforce Management Solution

Client Overview

Our client is a rapidly expanding Knowledge Process Outsourcing (KPO) firm specializing in providing administrative and financial staffing solutions to insurance companies. As their employees are the backbone of the business, they sought an innovative, all-encompassing solution to manage and integrate staff data across various business operations. Their goal was to gain valuable insights to nurture and support their workforce, ensuring continued growth and success.

Problem Statement

The client needed a comprehensive solution to effectively manage and analyze workforce data, ensuring they could provide the best possible support and insights for their staff.

To meet this need, Polestar solutions facilitated discovery workshops with both business and IT teams to gather key requirements. Our team of architects and consultants then scoped the project and presented suitable data storage and analytics solutions. After careful consideration, they selected Snowflake for cloud data warehousing and Microsoft Power BI for business intelligence to streamline their operations."

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Key Complexities

The client was experiencing difficulty in managing their workforce data efficiently, which hampered their ability to evaluate employee performance and assess talent. As the company expanded, the absence of a unified system for managing employee data became increasingly problematic. Some of the key issues included:

Disconnected workforce data

The firm had data stored across multiple systems, which created silos. This fragmentation made it challenging to get a clear view of employee performance, leading to delays in assessing talent and deploying them to the right projects.

Non-streamlined people management practices

Without a proper framework for managing employee information, the firm was experiencing higher employee churn rates, as there was no structured way to align workforce development with organizational goals.

Difficulty in aligning workforce skills

As employees were often assigned to projects without matching their specific skills, this mismatch led to underperformance and dissatisfaction among both employees and clients.

Lack of transparency in SLAs & talent utilization

Limited clarity on service levels and resource allocation leads to uneven workload distribution, causing inefficiencies and reduced accountability.

Solutions Implemented

Source System Identification and Mapping
We identified relevant workforce data source systems, created source-to-target mappings for accurate extraction, and ensured data transformation accuracy.

Optimized Data Models for Snowflake
We built optimized data models in Snowflake, creating a scalable cloud-based data warehouse for efficient storage and seamless retrieval.

Microsoft Power BI Implementation
Power BI enabled self-service reporting, allowing users to generate custom reports and dashboards, empowering insights without IT dependence.

Reverse Engineering for Reporting
We reverse-engineered legacy reports and built new jobs, ensuring reporting tools perfectly aligned with the client's specific requirements.

Integrated Solutions for Better Accessibility
The solution was fully integrated into the client's existing environment, making it accessible and easy to adopt for employees across departments.

Creation of Facts, Dimensions, and Data Cubes
We used Snowflake and Power BI to automate reporting by creating data cubes, facts, dimensions, and star schemas, streamlining performance.

Results Achieved

The implementation led to significant improvements:

- The embedded analytics solution became integral to daily operations, driving regular engagement from end-users across the platform.

- A unique value proposition strengthened trust and transparency for our client, backed by data-driven insights shared with their customers.

- The solution's impact extended beyond talent management, enhancing other critical business processes.

- A flexible, decoupled data warehouse now supports not only analytics but also planning, data science, and other business applications.

- Improved talent assessment and skill alignment significantly reduced employee turnover, as individuals were placed in roles suited to their abilities and career growth aspirations.

Business Impact

40%

reduction in time spent on manual data processing tasks since adopting the analytics solution.

65%

increase in the number of data-driven decisions made by stakeholders.

25%

improvement in resource allocation and project delivery timelines, ensuring talent was utilized more effectively.

15%

decrease in employee churn leading to higher employee retention.

30%

reduction in manual data handling time, allowing HR teams to focus on more strategic tasks.

50%

reduction in reporting errors, ensuring more accurate and reliable data insights.

Future Considerations

As the client continues to grow, they are exploring additional features to enhance their workforce management capabilities further. This includes expanding the use of AI-driven insights to predict workforce trends, such as future hiring needs and potential skill gaps. They are also considering more advanced analytics to measure employee engagement and the effectiveness of their training programs, aiming for continuous improvement in workforce productivity and satisfaction.