Deloitte.

Helping a smart city build robust AI and data management capabilities to enhance decision-making for smarter solutions.

Operate | CoE as-a-Service Offering

The challenge

- The smart city organization faced several key challenges. Data sources were not catalogued, making data hard to find, with vaguely defined ownership. Documentation was sparse, leading to minimal understanding of data elements. Data governance policies were unclear, and quality rules were not robust.

- Multiple data platforms created confusion on usage. Analytics and insights were underutilized, with overlapping dashboards and sparse use of advanced analytics. These issues collectively hindered effective data management and informed decision-making.

Our solution

- To address the client's challenges, we designed and implemented a "Data Centre of Excellence" with a structured pod approach. The Strategy and Enablement Pod defines data strategy and architecture, manages demand, oversees knowledge management, develops capabilities, and handles marketing and communication. The Data Governance Pod establishes a data governance framework, creates policies for access management, data retention, cataloguing, classification, and standardizes master data. The Data Engineering Pod reviews and recommends data architecture, integrates SAP modules with the data warehouse, and designs real-time data integration. The BI & Data Science Pod develops BI strategy, delivers data and BI solutions, manages the development pipeline, maintains operational solutions, and pilots data science initiatives.

The outcomes

Deloitte managed to deliver significant benefits to the client:

- Capability to create and drive overall data strategy for the organization

- Capability to set up & drive operational data governance

- Capability to set up & drive scalable, cost effective, robust data architectures for the future

- Capability to provision data as a service for self-service BI or analytics

- Increased Effectiveness & Efficiency by delivering 100+ advanced reports across business processes.

- Capability to provision dashboards & rich visualization for operational and executive needs

- Capability to identify advanced analytics use cases & deliver rich insights through AI