

THE POWER OF DATA

MASTERING THE LANGUAGE OF THE DIGITAL ERA

WEBINAR – JANUARY 2022



PALO IT

QUINLAN
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ABOUT US & SPEAKERS

QUINLAN &ASSOCIATES

Quinlan & Associates is a leading independent strategy consulting firm specialising in the financial services industry.

We are the first firm to offer end-to-end strategy consulting services. From strategy formulation to execution, to ongoing reporting, communications, and employee training, we translate cutting-edge advice into commercially executable solutions.

With our team of top-tier financial services and strategy consulting professionals and our global network of alliance partners, we give you the most up-to-date industry insights from around the world, putting you an essential step ahead of your competitors.

Quinlan & Associates. Strategy with a Difference.



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PALO IT

PALO IT is a global technology consultancy dedicated to helping organisations embrace tech as a force for good.

We work with clients to rapidly launch products and services, create new business models, and enable information systems for a data-driven future.

We are committed to helping businesses transform to better our world. We are proud to be a World Economic Forum New Champion and the first B Corp-certified innovation and tech company in Hong Kong.



Jing Lei
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SECTION 1

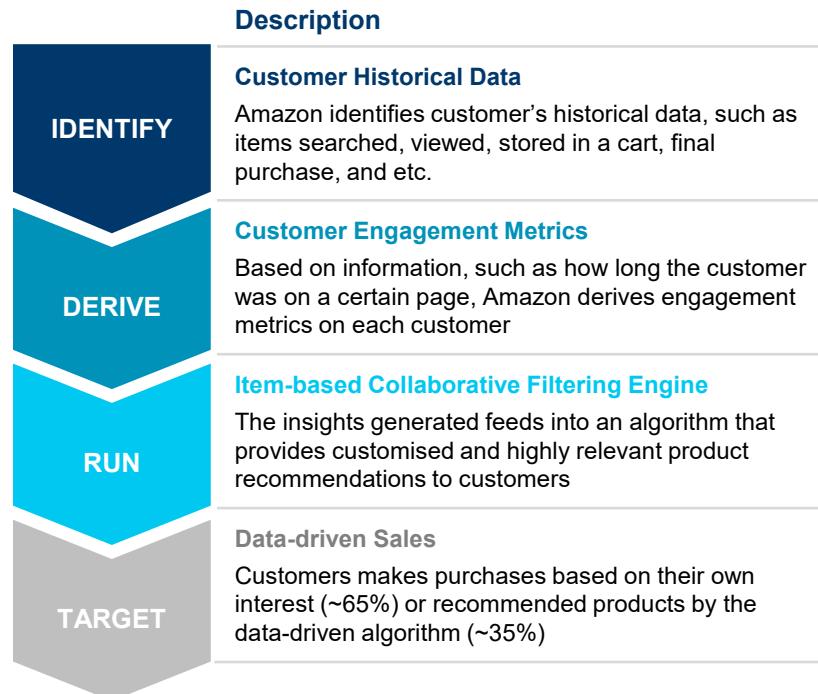
INTRODUCTION – FOR DATA'S SAKE

INTRODUCTION (1/7) – WHY DATA IS IMPORTANT TO BUSINESS

Data-driven organisations are 19 times more likely to be profitable and six times more likely to retain clients

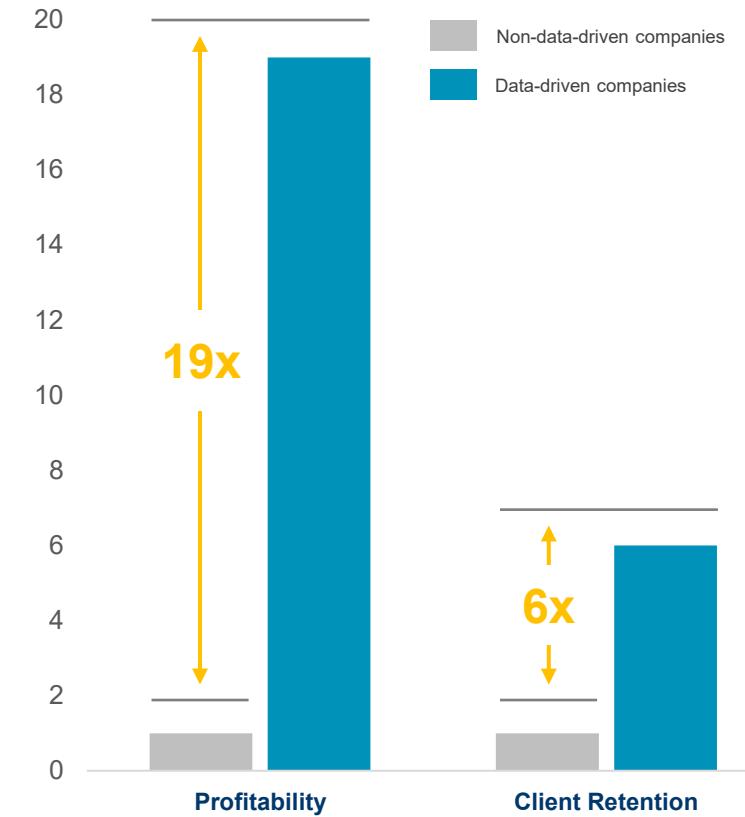
Data-driven Value Chain

Amazon Value Chain



Data-driven Outcomes

Illustrative

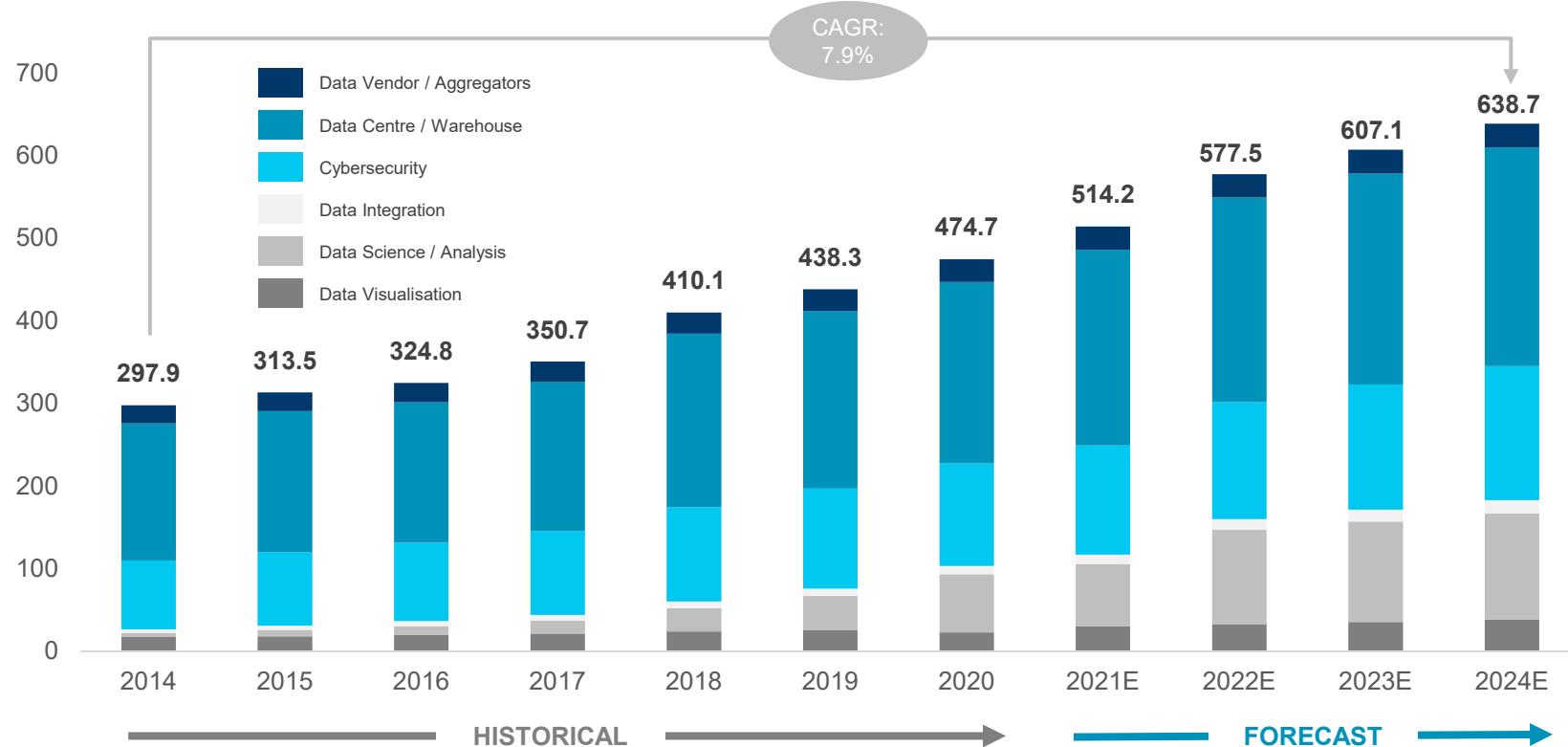


INTRODUCTION (2/7) – GLOBAL IT EXPENDITURE BREAKDOWN

We estimate that total data-related IT expenditure worldwide is expected to reach USD 639 billion by the end of 2024, growing at a CAGR of 7.9% from 2014

Data-specific Technology Spend

2014 – 2024 Estimates

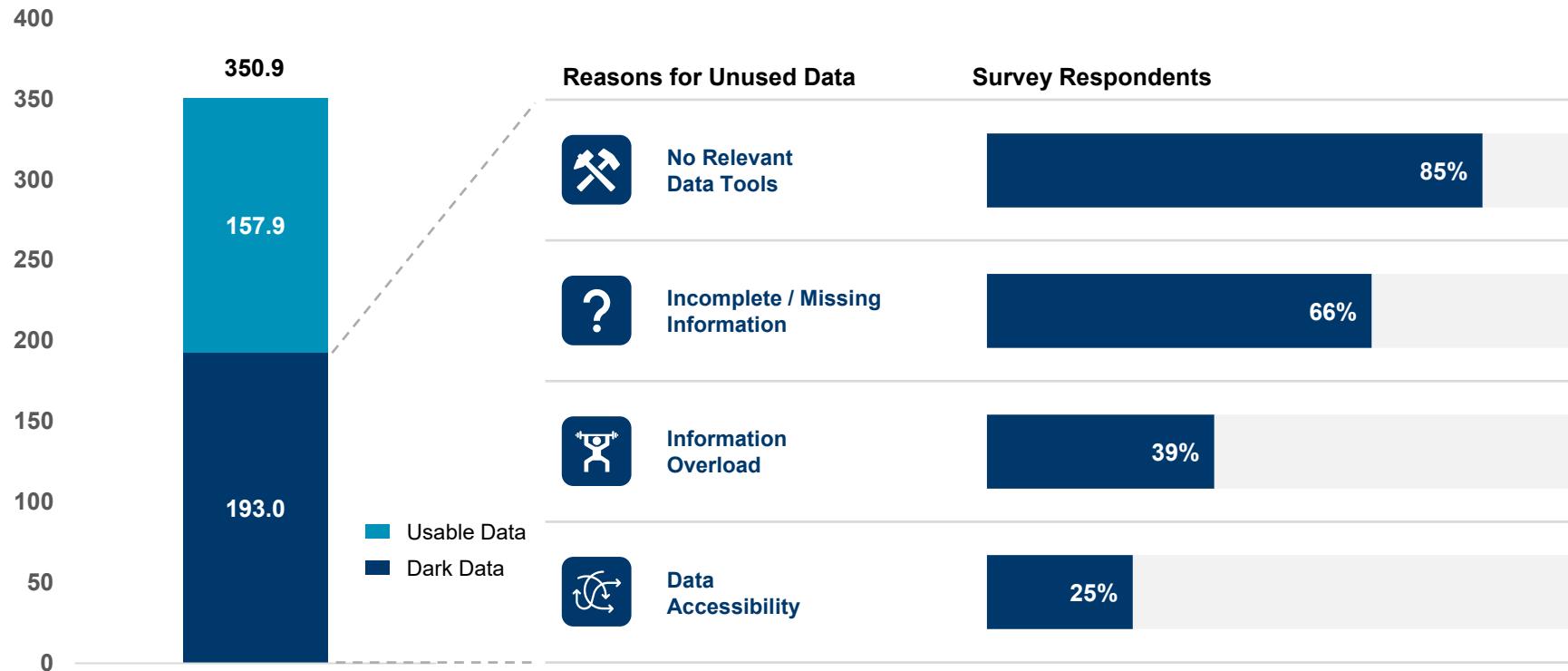


INTRODUCTION (3/7) – DARK DATA

“Dark data” is unused, unknown and untapped data; we estimate dark data cost organisations USD 193 billion in 2020 alone

Unproductive Investment from Dark Data

Global, USD billion, 2020

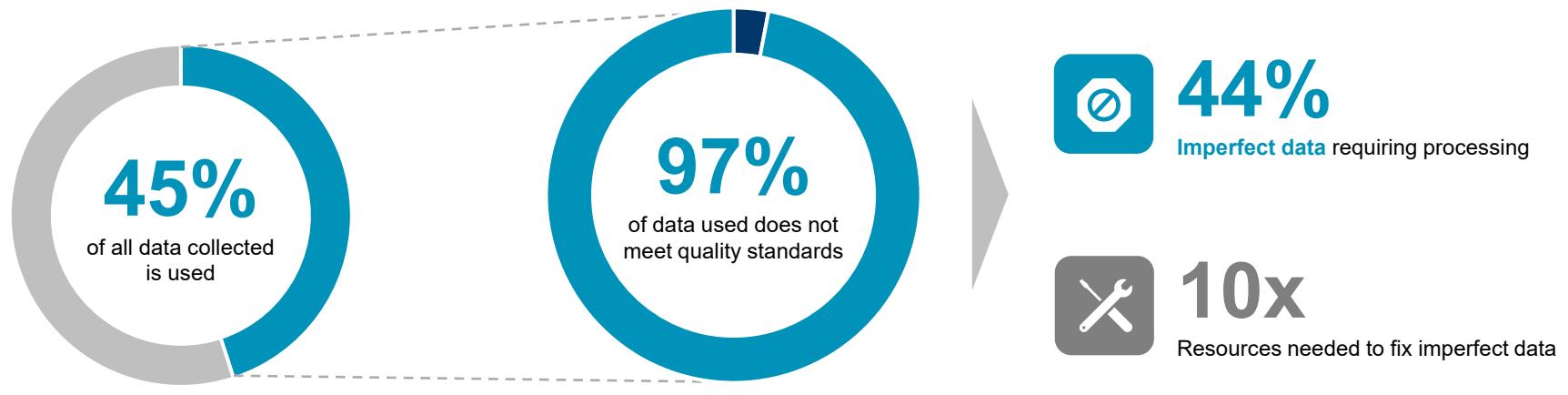


INTRODUCTION (4/7) – RECOVERY COST

Non-dark data is largely imperfect and subject to recovery, which costs 10x more than vanilla maintenance costs; we estimate this cost businesses USD 1.5 trillion in 2020 alone

Recovery Costs from Imperfect Data

Global, USD, 2020



Imperfect Data	Loss (USD)	Multiplier	Total (USD)	
Recovery Costs from Imperfect Data (2020)	44%	153bn	10x	1.5 Trillion

INTRODUCTION (5/7) – RECOVERY COST

Businesses typically look to utilise data to achieve four main business goals; inadequate strategic data planning contributes significantly to the cost of imperfect data in organisations

Recovery Costs from Imperfect Data

Global, USD, 2020

Business Goals



Cost Optimisation

Reduce company expenses relating to manpower, time, and effort regarding data usage within an organisation



Latency Optimisation

Facilitate faster decision-making by streamlining the data collection and insight generation process to reduce time to business decisions



Inorganic Revenue Generation

Create and validate a business strategy via the support of a data system, which comes before organic revenue generation



Organic Revenue Generation¹

Robust data collected upon attainment of an ideal data system and value chain ultimately informs business strategy

25%
Inorganic Rev Gen.
USD 384.9bn

USD 1.5 Trillion
Total cost of Imperfect Data (2020)

37%
Cost Optimisation
USD 551.9bn

38%
Latency Optimisation
USD 563.2bn

- Cost Optimisation
- Latency Optimisation
- Inorganic Revenue Generation
- Organic Revenue Generation

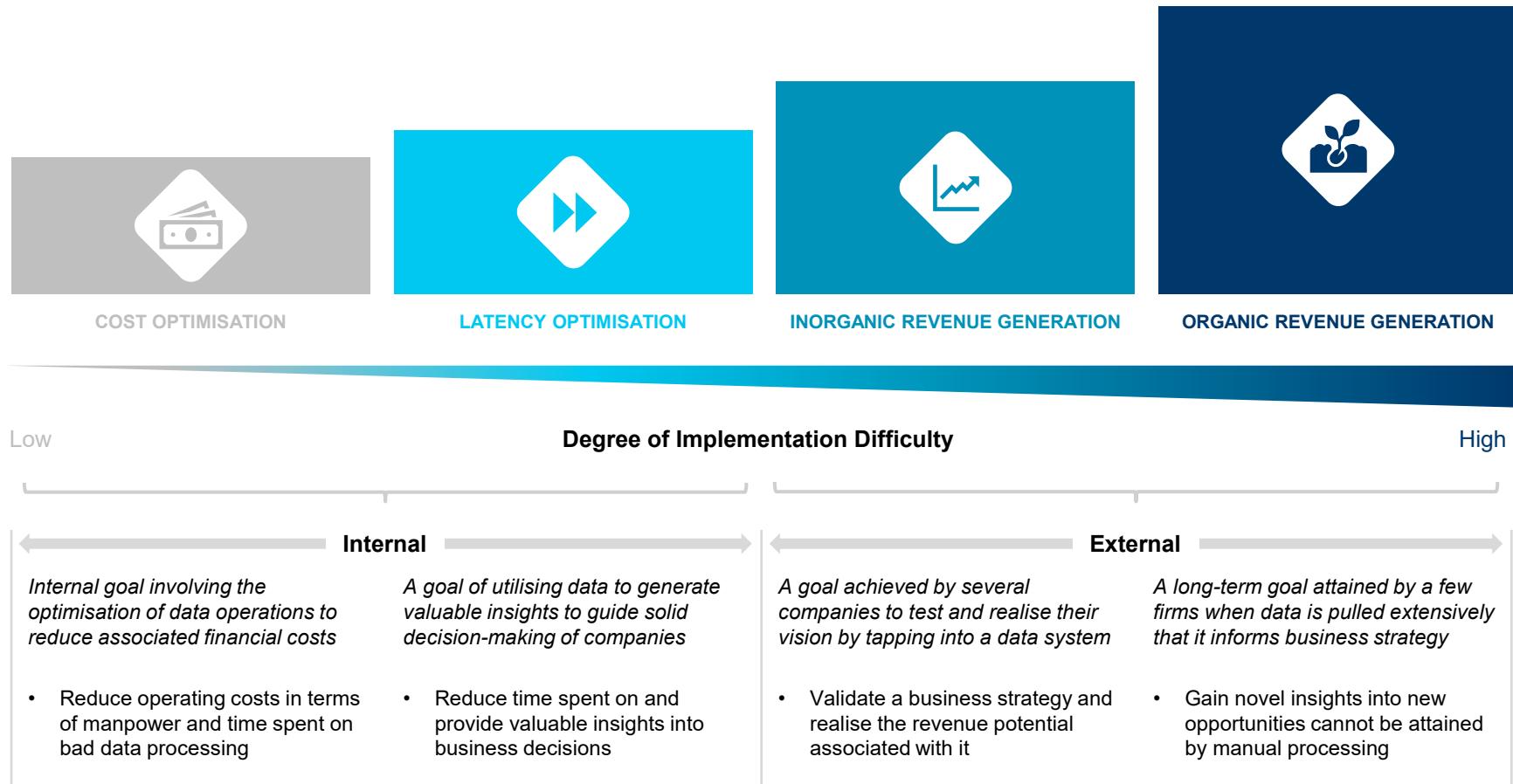
1. Companies with organic revenue generation by proper considerations for the data value chain are unlikely to have significant wastage from investments in data projects
Source: NewVantage Partners, Capgemini, Harvey Nash, Quinlan & Associates analysis

INTRODUCTION (6/7) – COMMON BUSINESS GOALS

Business goals can be further separated into two main categories: (1) internal goals; and (2) external goals

Types of Business Goals for Data

Illustrative

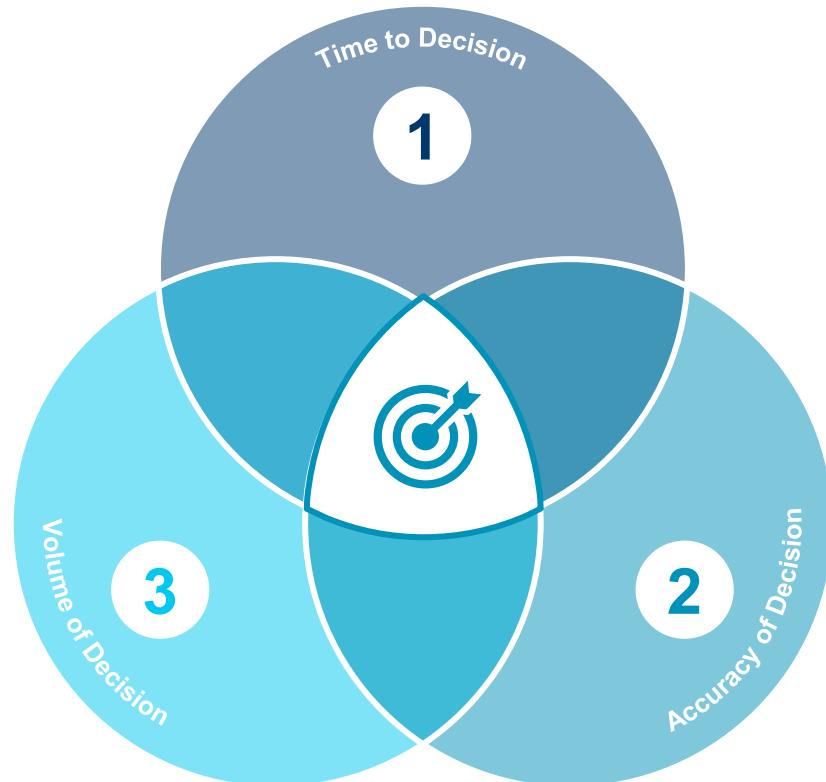


INTRODUCTION (7/7) – DIMENSIONS

Given the significant investment wastage, there are 3 dimensions that firms should consider when deciding what level of data investment is necessary

Dimensions for Data-driven Decisions

Illustrative



1

Time to Decision

Speed at which a company requires information in order to make a business decision

2

Accuracy of Decision

Extent of data precision that is necessary to ensure that the business decision is made effectively and efficiently

3

Volume of Decision

Frequency of data collection per decision or volume of data points needed per decision

SECTION 2

DATA STRATEGY OVERVIEW

DATA STRATEGY OVERVIEW (1/3) – END-TO-END PROJECT LAYOUT

There are several tools that companies can use to determine the size and scope of a data strategy project while bringing lasting adoption of data to an organisation

Data Strategy Overview

Illustrative

CLASSIFY...

FOLLOW ...

PROJECT CONSIDERATIONS



Impact to Business

Based on the overall impact of the data solution and stated goals of the firm



Resources

Based on financial feasibility and manpower to accomplish projects



Time

Based on how mission critical systems are and if downtime is acceptable



Infrastructure

Based on the salvageability of existing systems and operations

PROJECT TYPES



Strategic

Large-scale projects that steer an entire business



Tactical

Projects that aim to fulfil higher strategic goals



Operational

Projects that are looking to optimise existing processes

PROJECT APPROACHES

BAIT FRAMEWORK

(Project Perspective)

A framework within a data strategy project that outlines steps from formulation to execution, with details and components



CHANGE MANAGEMENT STRATEGY

(Impact Perspective)

A unifying strategy that ties together appropriate policies and incentives to develop a data-centric culture

DATA STRATEGY OVERVIEW (2/3) – PROJECT APPLICABILITY

The size and scope of a project determines how much of the BAIT framework and change management strategy are applicable

Classifications & Relevant Components

Illustrative

BAIT FRAMEWORK					CHANGE MANAGEMENT	
	Business	Applications	Information	Technology	Culture	Governance
 STRATEGIC PROJECTS	✓	✓	✓	✓		
 TACTICAL PROJECTS	✗	✓	✓	✓	-	-
 OPERATIONAL PROJECTS	✗	✓	✓	✓	-	-



Applicable



Dependent



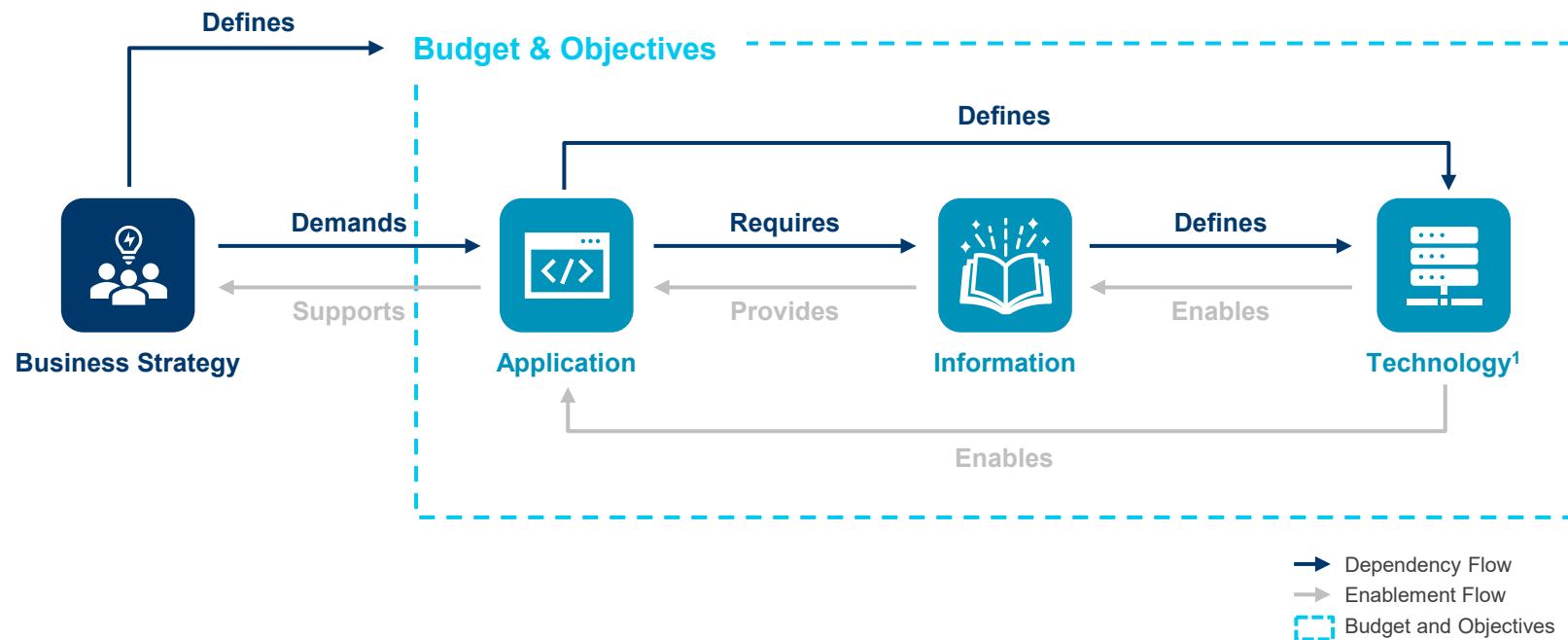
Inapplicable

DATA STRATEGY OVERVIEW (3/3) – BAIT DEPENDENCIES

At the Technology stage, IT specialists design and built an optimised tech infrastructure to support all prior stages within budgetary and operational limitations set by the business

BAIT Dependencies & Enablers

Illustrative



1. Includes hardware and software

Source: PALO IT, Quinlan & Associates

REAL-WORLD CASE STUDY – CONTEXT

A Global Luxury Retail (“GLR”) brand was facing changing consumer spending patterns, low digital presence, and a worldwide pandemic

Global Luxury Retail Brand

Illustrative



CONTEXT

1 Changing Consumer Patterns

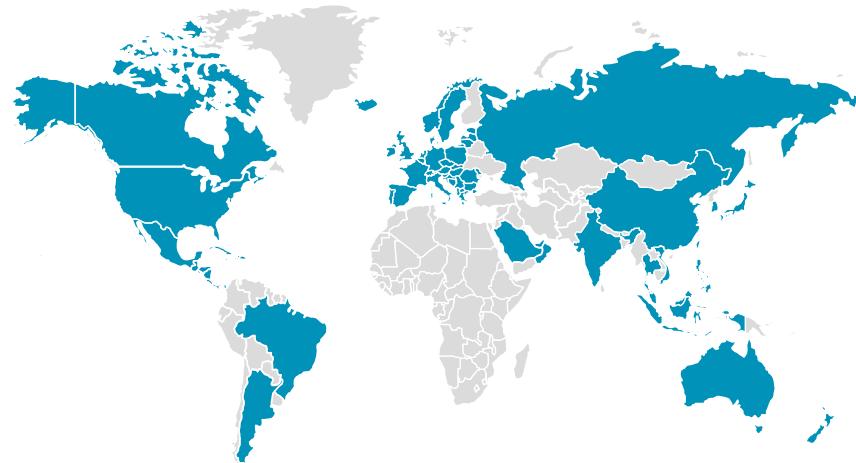
Consumers worldwide were increasingly shifting towards digital-first behaviors and a preference for online engagement

2 Strategic Misalignment of Data Management

The organization does not have a consistent data management protocol, framework, and culture, which results in creation of dark data (i.e. dead weight asset)

3 COVID-19 Pandemic

The pandemic pushed customers away from physical stores and demanded digital experiences which were equivalent to physical experiences



Description



Global Customer Base

GLR has a global customer base that comprises of high value targets; driven by high brand loyalty



Fantastic Physical Experiences

Historically focused on physical retail store experiences at prime locations across the world; typically containing autonomous hubs

SECTION 3

DATA STRATEGY – BAIT (BUSINESS)

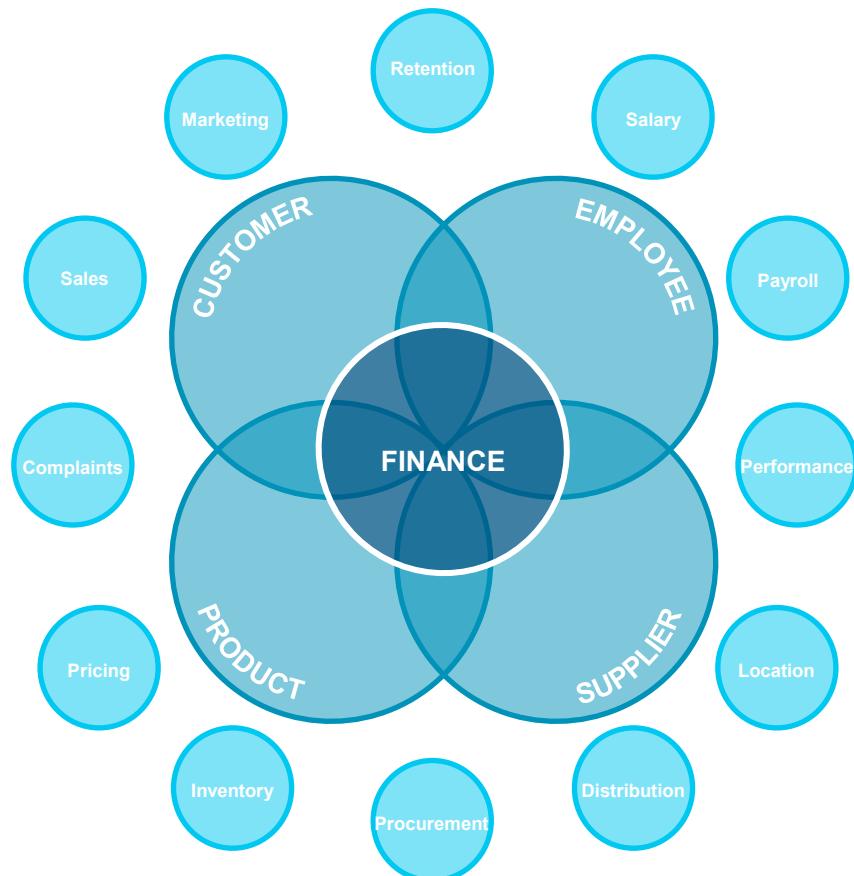
BAIT FRAMEWORK / BUSINESS (1/5) – ABC FRAMEWORK

A robust business strategy shapes the entire direction of a data project, beginning with a high level assessment of business segments through the ABC framework

Business Considerations	Description	Scope
AMBITIONS	<p>Objective: Identify business ambitions and high-level objectives for the company</p> <p>Implication: Determines the direction of data strategy project through workshopping</p>	Wide
BY-LAWS	<p>Objective: Imposes regulatory limits on ambitions and objectives to avoid legal consequences</p> <p>Implication: Determines legal constraints through evaluating international and local laws</p>	
COSTS	<p>Objective: Imposes feasibility limits on ambitions via benchmarking available resources</p> <p>Implication: Determines the investment constraints by ballparking cost of implementation</p>	Narrow

BAIT FRAMEWORK / BUSINESS (2/5) – DATA DOMAINS

After outlining the business objectives and limitations, companies need to understand which data domain(s) within a business is relevant to its respective objectives



Domain Types & Descriptions

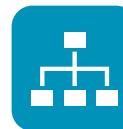
A data domain is a function within a business that can encompass multiple business units in the pursuit of specific commercial use case

E.g. "Customer" could include data ranging from sales data, online presence, complaints, loyalty information, marketing, financial history



Master Domain

Finance is considered the master domain as it is the key indicator of any business and all other domains reference or revert to it



Primary Domains

A primary domain encompasses a major business function or multiple assets which small secondary domains reference



Secondary Domains

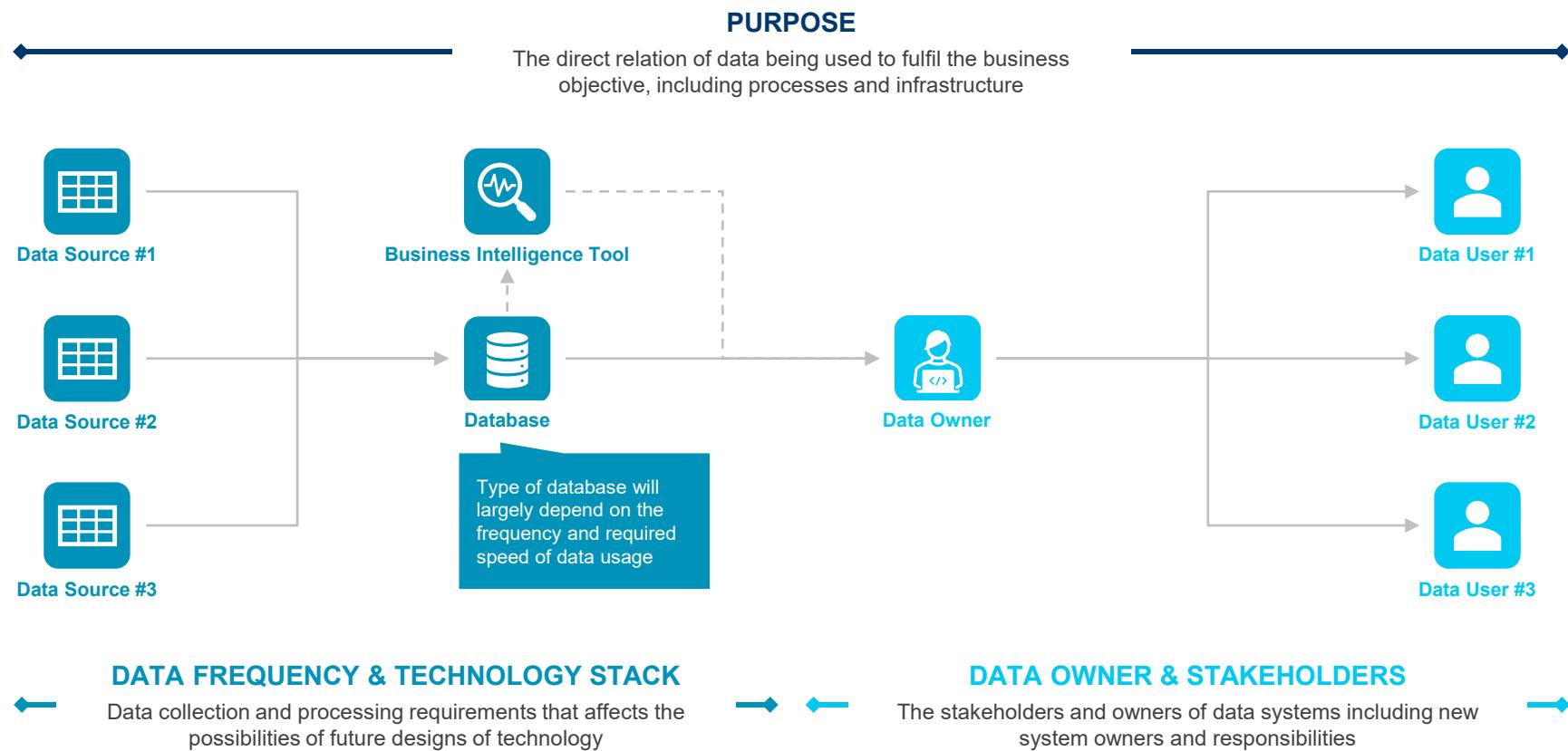
Relevant data retrieved from a specific business unit or data system which collectively makes up a primary domain

BAIT FRAMEWORK / BUSINESS (3/5) – STATE ANALYSIS

After identifying core business objectives, obstacles, and mapping affected domains, a current and future state analysis should be conducted, covering four key components

State Analysis Components

Illustrative



BAIT FRAMEWORK / BUSINESS (4/5) – GAP ANALYSIS

Once the two states are identified, a capability gap analysis can be conducted to provide a high-level roadmap for the data project

Gap Analysis

Illustrative

		
Gap to be explored	<h4>Technology</h4> <ul style="list-style-type: none">Based on future and current designs providedCritical functions are prioritised	<h4>Talent</h4> <ul style="list-style-type: none">Based on talent requirements needed for high-level future state blueprint
Example	<ul style="list-style-type: none">Need for real-time data pulls and processing require a future-state database applicationMigrating from on premises to cloud solutions	<ul style="list-style-type: none">Need for a new domain owner which would manage future-state customer systemsSelected internally or hired externally

BAIT FRAMEWORK / BUSINESS (5/5) – SUMMARY

The Business stage's primary purpose is to define a holistic business strategy with a complete set of requirements that data systems must align to (and enable) downstream

Summary

List of desired Business stage outcomes

This stage shapes the entire direction of a data strategy project and defines key goals and obstacles. It also sets the foundations for downstream technical requirements

1

Business Strategy

Well-defined strategy which includes ambitions, limitations and data's place in a business

2

List of Data Domains

A complete list of affected data domains relating to the business's strategy

3

Business Requirements

Requirements which should be fulfilled by a future state data system

4

Future State Roles & Responsibilities

A list of roles and responsibilities which would be required to enable a new system

5

List of Capability Gaps

Talent and technological gaps identified which would impede implementation and usage

Sample Case Study

Illustrative



Brand Manager



Real-time Market Data

We have created a sample case study to demonstrate actions and outcomes for a company; a brand manager currently cannot get access to real-time consumer and market trend



Business Strategy

Data sits at the centre of any consumer facing company; understanding market trends is critical for business success



List of Capability Gaps

Baseline capabilities necessary to create a real-time market trend monitoring dashboard is fleshed out

SECTION 4

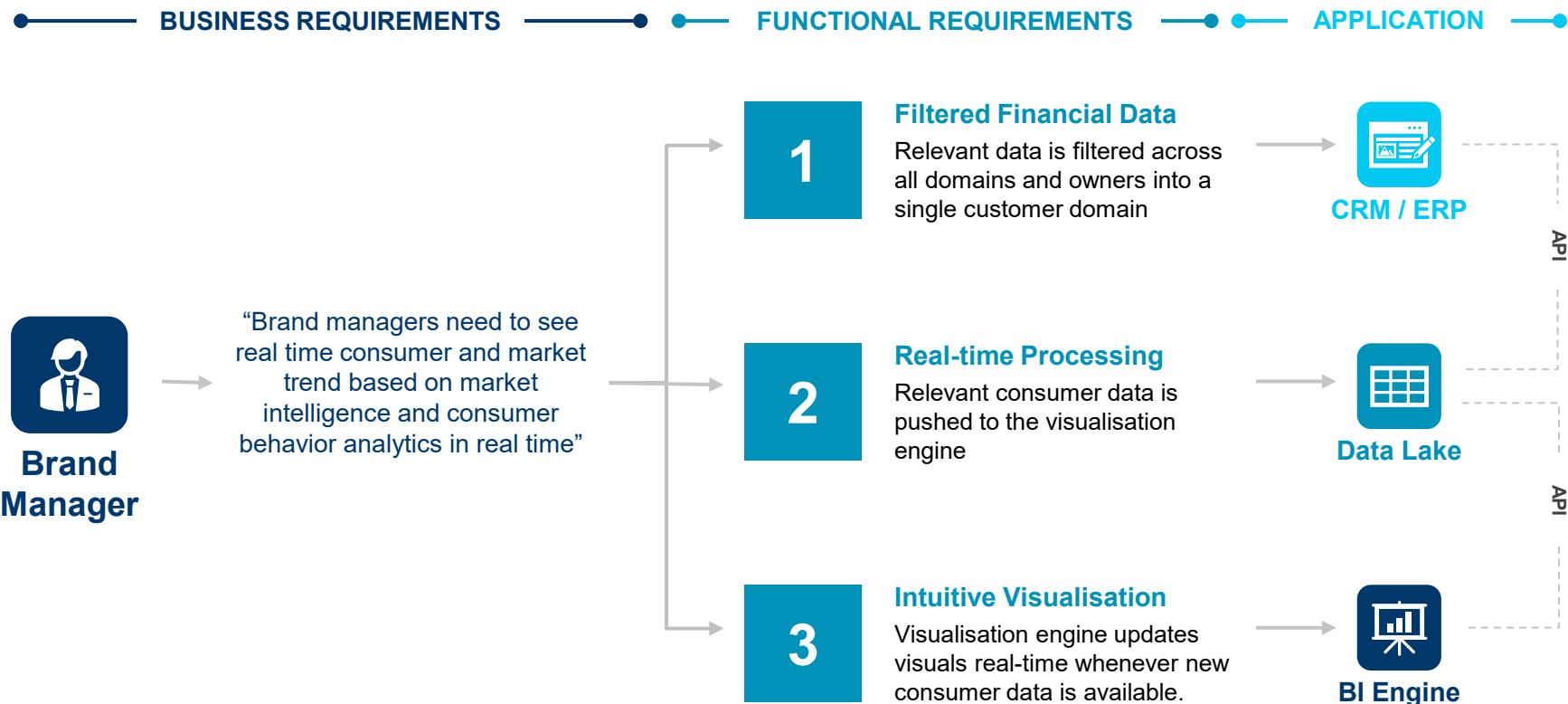
DATA STRATEGY – BAIT (APPLICATION)

BAIT FRAMEWORK / APPLICATION (1/4) – REQUIREMENTS

Specialists need to translate business objectives, gaps, and requirements into functional requirements that are fulfilled by corresponding applications

Requirement Mapping to Applications

Illustrative



BAIT FRAMEWORK / APPLICATION (2/4) – KEY CONSIDERATIONS

Any leftover gaps in applications should be shored up; potential solutions to gaps need to undergo a cost-benefit analysis in determining whether to buy or build potential solutions

Buy / Build Considerations

Criteria and descriptions



BUY

Direct Purchase / Subscription

DESCRIPTION

A purchase or subscription of a pre-existing application or service from a third party which could be modified to fit the project's needs and requirements



BUILD

In-House Development

A complete end-to-end customised development process of an application which is completed in-house, tailored to a project's specific needs and requirements

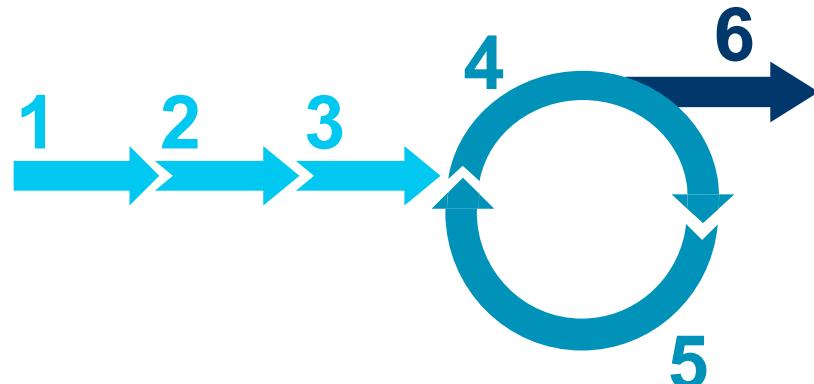
CRITERIA	DESCRIPTION
Affordability	<ul style="list-style-type: none"> Extent of one-off or ongoing financial costs required to maintain the application
Flexibility	<ul style="list-style-type: none"> Level of difficulty in adjusting components of the application to suit the company's future needs
Personalisation	<ul style="list-style-type: none"> Availability of customisation options to create specific features in the application according to the company's needs
Scalability	<ul style="list-style-type: none"> Ability, ease, and level of cost-efficiency to expand the capacity of the application
Time-to-Market	<ul style="list-style-type: none"> Estimated length of time it takes for the application to be offered readily to users

BAIT FRAMEWORK / APPLICATION (3/4) – DEVELOPMENT PROCESS

Feedback from an end-user is critical in selecting a final application; creating a Minimum Viable Product or getting 3rd party demonstrations are a vital part of the selection process

MVPs & Application Selection Process

Illustrative



Initiation

Map out business requirements that will determine core functional requirements of the MVP



Development

Decide on building in-house vs. seeking a 3rd party provider to build an application and test it out to end users for evaluation



Implementation

Integrate the product into either planned or existing data architecture upon approval of final application

1

Determine Value Proposition

Determining the exact value that would be derived from a new application

2

Map User Flow

Designing high-level user interaction flow from front to back processes

3

Prioritise MVP Features

Prioritizing functionalities of the MVP with high-dependency systems first

4

Build / Explore

Building out core functionalities / Exploring 3rd party application providers

5

Review & Repeat

Consolidating user feedback and incorporating it, repeat steps 4 and 5

6

Launch & Integrate

Set aside the approved final application of product for subsequent integration

BAIT FRAMEWORK / APPLICATION (4/4) – SUMMARY

The Application stage's primary purpose is to solidify a list of necessary applications and connect business needs with technical enablement downstream

Summary

List of desired Application stage outcomes

This stage should prioritise features and functionalities in the pursuit of the business strategy and inform downstream requirements and limitations

1

Mapped Requirements

Business requirements translated to functional requirements and supporting applications

2

List of Applications & Integration Timeline

A complete list of user-approved applications with integration timelines

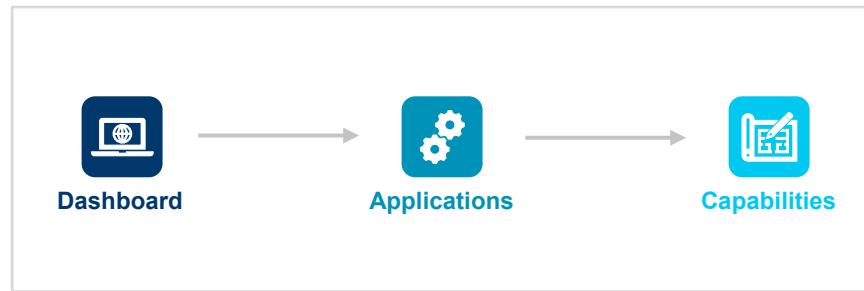
3

List of Technical Capabilities

List of technical capabilities of each application and underlying dependencies

Sample Case Study

Illustrative



To fulfil the business's objective of monitoring consumer behaviours and markets, a real-time market intelligence dashboard application would need to be created. This implies several technical capabilities needed downstream



Technical Capabilities Required

- Ability to ad-hoc query upon a data lake
- Event processing on financial transactions from multiple data sources
- High-reliability data validation

SECTION 5

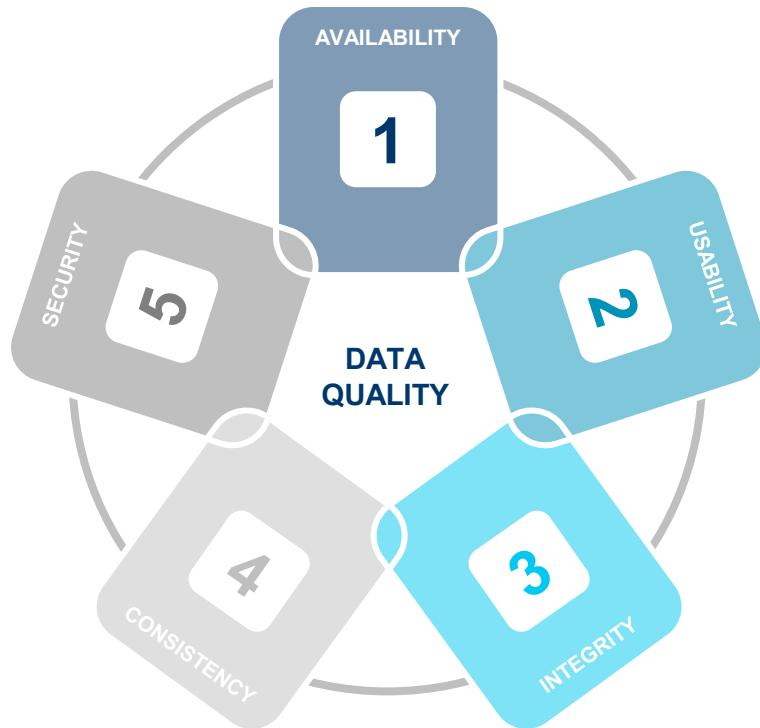
DATA STRATEGY – BAIT (INFORMATION)

BAIT FRAMEWORK / INFORMATION (1/4) – KEY INDICATORS

Data quality is the benchmark for how advanced a company is in its data journey; this is a key metric used to measure data maturity and the ability to generate trusted data

Indicators of Data Quality

Illustrative



- 1 **AVAILABILITY**
Extent of data accessibility in terms of timeliness and reliability
- 2 **USABILITY**
Data readiness in terms of presentation and comprehensiveness in offering insights
- 3 **INTEGRITY**
Accuracy of data with no incorrect figures to provide precise representations
- 4 **CONSISTENCY**
Content of underlying datasets are the same across multiple connected systems
- 5 **SECURITY**
Data is protected from unauthorised access and corruption

BAIT FRAMEWORK / INFORMATION (2/4) – MATURITY STAGE

Data maturity stages identify the key activities and areas of expertise required for an organisation to transition to desired levels

	Description	Key Activities	Area of Expertise	
			Business	Technology
	Stage 4: Governed Run the business backed by robust data governance to gain competitive advantages	<ul style="list-style-type: none"> Quality Automation and Enforcement Compliance Certification Disruptive Innovation 	✓	✓
	Stage 3: Proactive Focus on enhancing business decisions by establishing data as an asset	<ul style="list-style-type: none"> Data Platform Design Organisation-wide Data Training 	✓	✓
	Stage 2: Reactive Establish data governance with corresponding guidelines and systems	<ul style="list-style-type: none"> Data Catalogue Information System Integration Data Stewardship Planning 	✓	✓
	Stage 1: Aware Recognise the need for data governance driven by business requirements	<ul style="list-style-type: none"> Data Modeling Metadata Management Information System Inventory 	✓	✓
	Stage 0: Unaware Have no organisational understanding on the importance of data governance	<ul style="list-style-type: none"> Strategic Alignment (Objectives, Key Outcomes, Market Landscape) Business and Data Domain Analysis 	✓	✗



Applicable



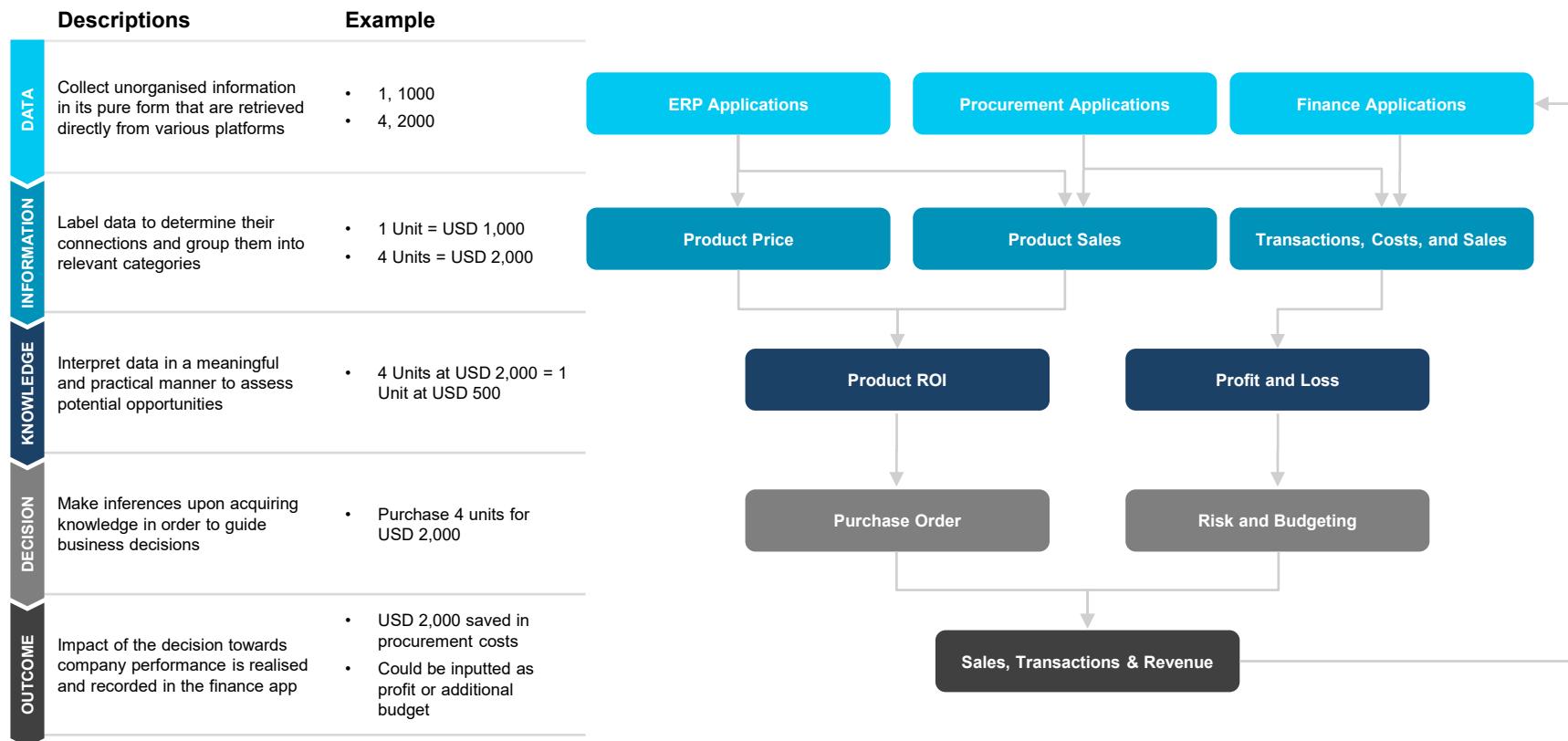
Inapplicable

BAIT FRAMEWORK / INFORMATION (3/4) – DATA FLOW

As a company journeys through the maturity stages, trust in data is decentralised across all staff; empowering every employee to make data-driven decisions and outcomes

Trusted Data in an Organisation

Illustrative data to outcome flow chart



BAIT FRAMEWORK / INFORMATION (4/4) – SUMMARY

The Information stage's primary purpose is to create the foundations for a data system that is trusted by all employees

Summary

List of desired Information stage outcomes

This stage should create several outcomes; all of which is to maximise an organisation's data investment and yield significant returns if executed correctly

1

Data Models & Metadata Rules

Identification of a common set of features and attributes for data communication

2

Data Catalogue

A searchable inventory of all data assets within an organisation

3

Data Platform Design

Complete mapping of all applications and systems required to meet key capabilities

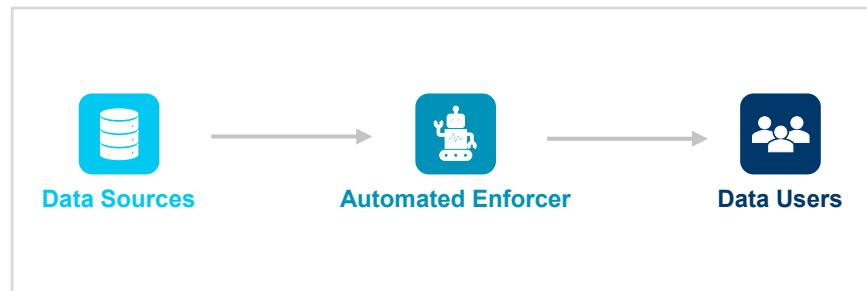
4

Organisation-wide Data Training

Training for both man and machine to ensure all systems work together to produce trusted data

Sample Case Study

Illustrative



Assuming the company makes strides to become a fully governed organisation, data would be readily available for every authorised employee and trusted by end-users



Trusted Data

Accurate and reliable consumer and market intelligence is crucial for correctly understanding consumer behavior



Quality Automation & Enforcement

Automated data processing with minimal human input help enhance data quality and reduce potential data privacy breach



Disruptive Innovation

AI can detect and recommend new business opportunities, such as upselling and re-targeting

SECTION 6

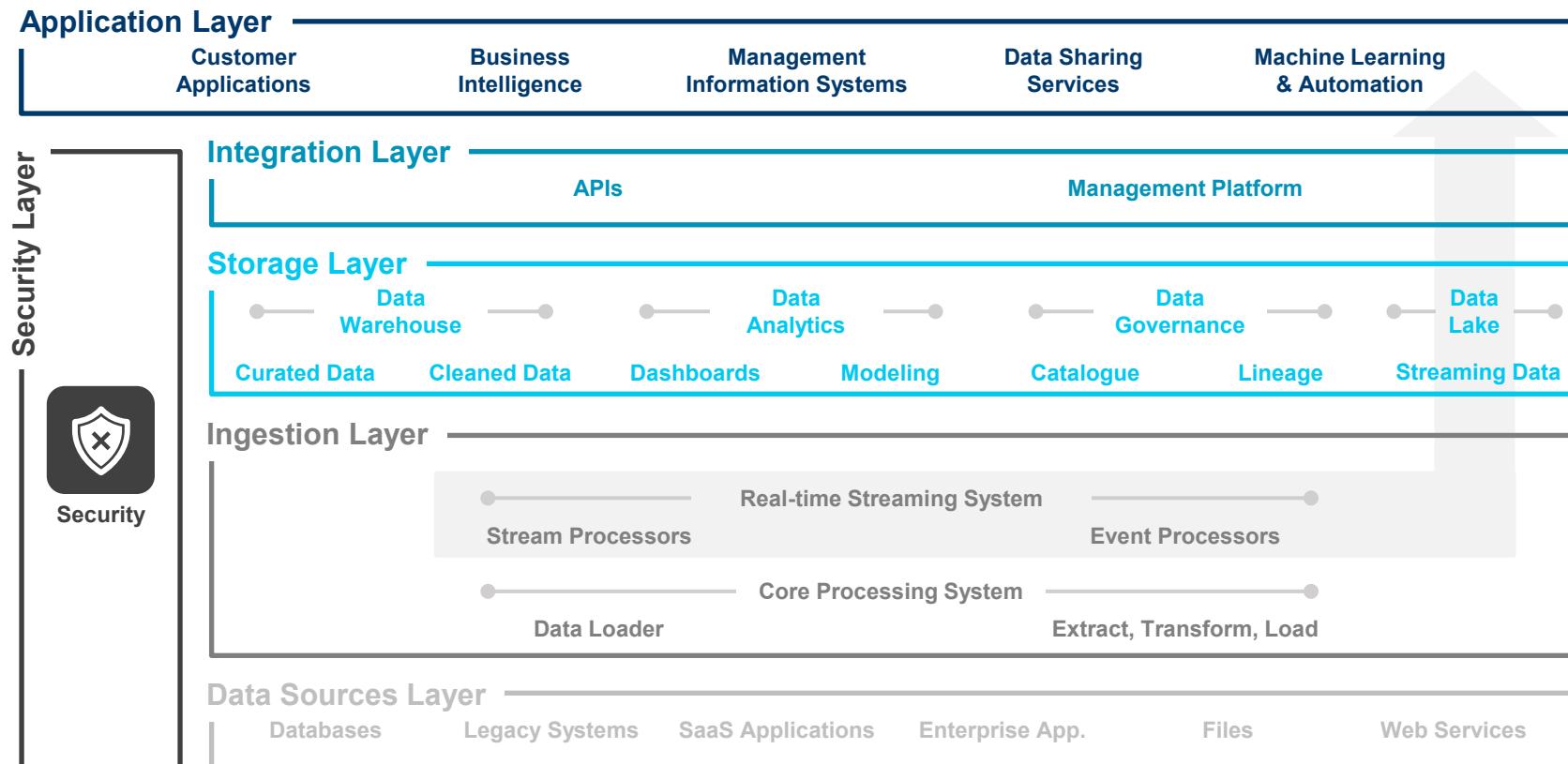
DATA STRATEGY – BAIT (TECHNOLOGY)

BAIT FRAMEWORK / TECHNOLOGY (1/3) – ARCHITECTURE DESIGN

Data platform architecture represents the final blueprint that reflects an entire organisation's structural data needs and requirements

Data Platform Architecture Diagram

Illustrative



BAIT FRAMEWORK / TECHNOLOGY (2/3) – SECURITY TRIAD

Technology also includes security service selections; service efficacy should be measured in terms of the security triad (i.e. confidentiality, integrity, and availability)



CONFIDENTIALITY

The ability of a system to protect sensitive information from exposure to unauthorised users

INTEGRITY

The ability to validate and protect data from undesirable or unexpected modifications either at rest or in transit

AVAILABILITY

The system's ability to protect itself so that authorised users have timely and reliable access to data

Core Security Services

Examples

Identity and Access Management (“IAM”)

Centralised systems of user creation, authentication, authorisation and controls to ensure confidentiality

Encryption and Certificates Management

Tools to secure data and prevent tampering with certificates acting as proof of this security; to maintain data integrity

Load Balancing and Failover Systems

Technical design patterns used to assure the availability of information when a platform is under pressure

Security Incident and Event Management (“SIEM”)

SIEM systems are used to predict and respond to cyber threats and security incidents

BAIT FRAMEWORK / TECHNOLOGY (3/3) – SUMMARY

The technology layer's primary purpose is to fulfil technical requirements of a business use case within the budget set by the business

Summary

List of desired Technology stage outcomes

This stage should generate all the necessary tools and connections to enable all the requirements of the previous stages

1

Data Platform Architecture

Blueprint which reflects the entire structure of an organisation's data needs and requirements

2

List of Procurement Decisions

Complete list of technologies and services to be procured in line with budgetary limitations

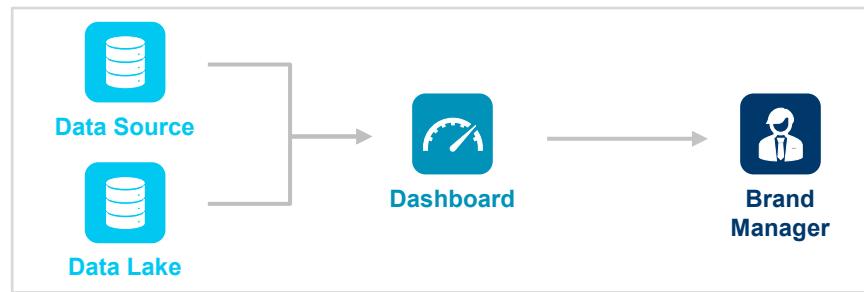
3

Integration of all Systems

Final linkages which would support all required data operations for desired use cases

Sample Case Study

Illustrative



Upon completion, the brand manger should be able to view the consumer & market monitoring dashboard with actionable insights across the organisation in real-time



Adequately Selected Technologies

Systems and services necessary for the dashboard would be procured that meet requirements and within budget



Seamless Execution of Dashboard

Final dashboard would be available for use to authorised users with minimal obstacles

SECTION 7

CHANGE MANAGEMENT STRATEGIES

CHANGE MANAGEMENT STRATEGY (1/2)

Data strategy projects reach their full potential when an organisation adopts a data-centric culture; company culture is forged through a robust cultural governance framework

Cultural Governance Framework

Holistic Illustration



CHANGE MANAGEMENT STRATEGY (2/2)

The four components of a cultural governance framework include: (1) Communications Strategy; (2) Actionable Frameworks; (3) Incentive Schemes; and (4) Agile Governance

Breakdown of Components

Descriptions

Components	Descriptions	Key Stakeholders			
		BoD ¹	Exco ²	Managers	Employees
 Communications Strategy	<ul style="list-style-type: none"> Contains both top-down organisational-level change and bottom-up business execution level change Bi-directional communication is necessary for kickstarting change but ensuring the ground-level goals are met respectively 	✓	✓	✓	✓
 Actionable Framework	<ul style="list-style-type: none"> Organisation-level communication is kept generic without operational directions but contain key goals and KPIs Mid-level managers repurpose operating procedures to reflect changes imposed by the management team 	✗	✓	✓	✗
 Incentive Scheme	<ul style="list-style-type: none"> Key tool to drive change, especially amongst execution-level employees Suitable incentives, matched to data metrics, should be tailored to different levels and functions of employees in the business 	✓	✓	✓	✗
 Agile Governance	<ul style="list-style-type: none"> Fast changing international and local regulations creates significant challenges and possible financial penalties Businesses must remain agile to these changes and update their governance policies to match the most stringent regulations 	✓	✓	✓	✗

 Applicable  Inapplicable

1. Board of Directors, 2. Executive Committee / C-Suite Management

Source: Quinlan & Associates

SECTION 8

REAL-WORLD CASE STUDY

REAL-WORLD CASE STUDY (1/3) – CONTEXT

A Global Luxury Retail (“GLR”) brand was facing changing consumer spending patterns, low digital presence, and a worldwide pandemic

Global Luxury Retail Brand

Illustrative



CONTEXT

1 Changing Consumer Patterns

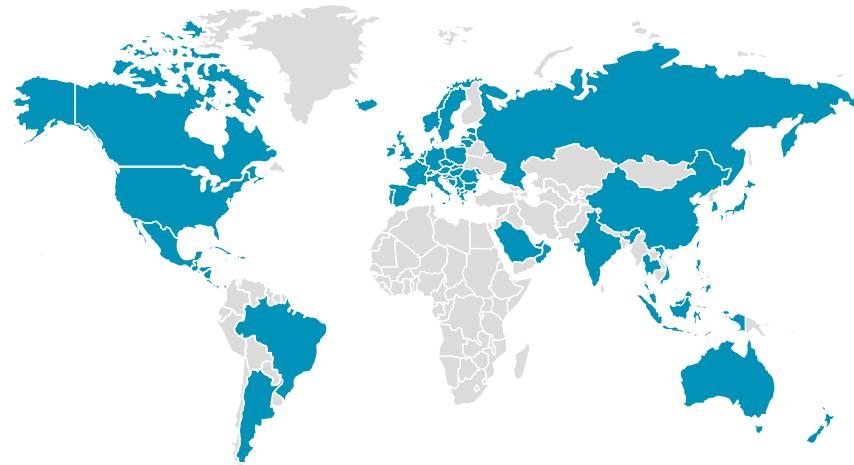
Consumers worldwide were increasingly shifting towards digital-first behaviors and a preference for online engagement

2 Strategic Misalignment of Data Management

The organization does not have a consistent data management protocol, framework, and culture, which results in creation of dark data (i.e. dead weight asset)

3 COVID-19 Pandemic

The pandemic pushed customers away from physical stores and demanded digital experiences which were equivalent to physical experiences



Description



Global Customer Base

GLR has a global customer base that comprises of high value targets; driven by high brand loyalty



Fantastic Physical Experiences

Historically focused on physical retail store experiences at prime locations across the world; typically containing autonomous hubs

REAL-WORLD CASE STUDY (2/3) – ACTIONABLES

GLR committed to change and called for a full transformation encompassing every aspect of a complete data strategy project

GLR Actionables

List of project actionables



ACTIONABLES

1

Global Strategy Alignment

Enablement committee unified regional offices under one business strategy underpinned by data

2

Integrate Data Systems

Data domains and systems were reidentified and streamlined under a single cloud data platform

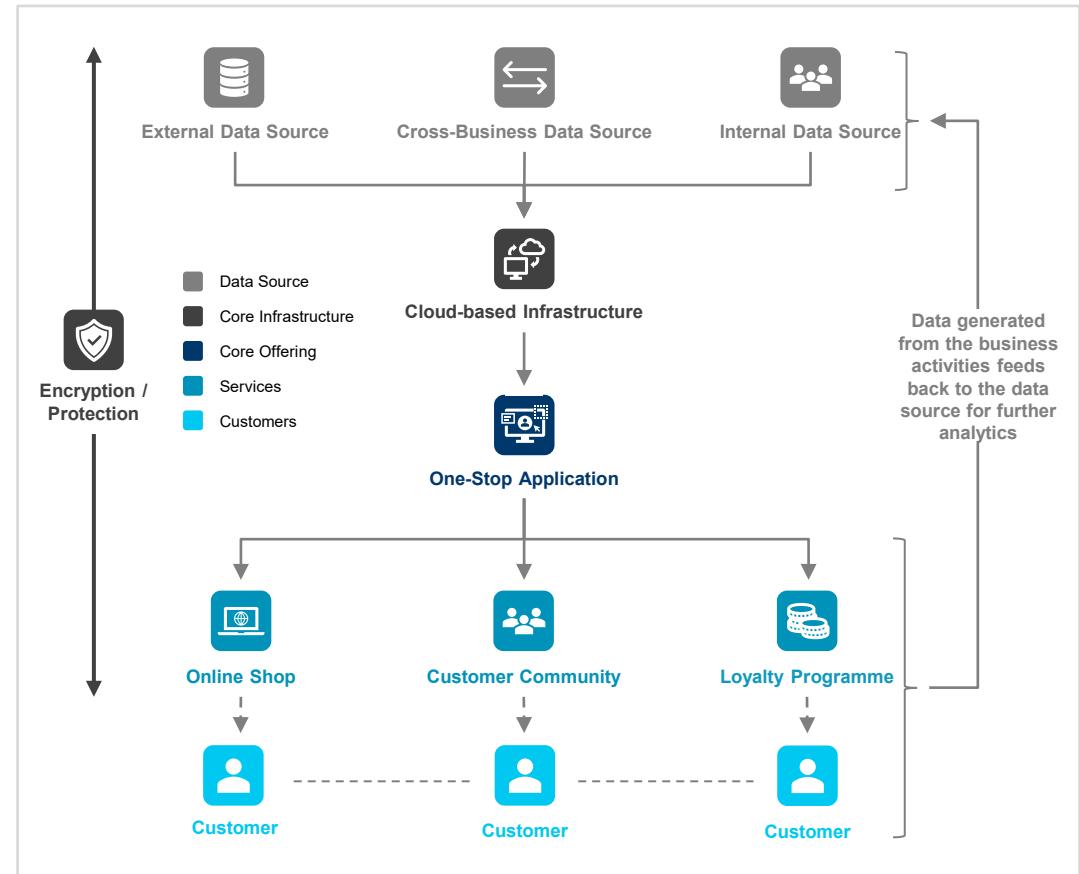
3

Enhance Data Capabilities

Standardised interpretation of data and consumption created new analytics capabilities

End Result Ecosystem

Illustrative



REAL-WORLD CASE STUDY (3/3) – OUTCOMES

Meaningful infrastructural and operational developments have brought about several key benefits for GLR

GLR Outcomes

Descriptions

	Business Goal	Description	Outcome
	 Time Optimisation	<ul style="list-style-type: none"> Domains were integrated onto a single platform; gained ability to monitor performance across global offices quickly 	Generate data-driven decisions quarterly , up from semi-annually
1	Data-driven Decision Optimisation Executives can monitor performance and plan local strategies around generated trusted data	<ul style="list-style-type: none"> Streamlining of applications reduced launch times for new products and insulated GLR from supply chain issues 	Shortened time-to-market for products from 1 year to 1 month
2	Resource Optimisation Increased supply chain visibility protected the business from supply shortages	<ul style="list-style-type: none"> Centralisation of internal customer data allowed GLR to identify cross-sell opportunities and optimal pricing 	Increased global travel retail cross-sell revenue by 35%
3	Increased Revenue Generation Data platform identified cross-sell opportunities and laid the groundwork for advanced analytics	<ul style="list-style-type: none"> Third party integration greatly improved visibility into market trends. Laying the foundations for new revenue streams 	Creating new revenue streams and future-proofing company

SECTION 9

HOW CAN WE HELP?

HOW CAN WE HELP (1/2) – QUINLAN & ASSOCIATES

Quinlan & Associates has extensive experience in corporate strategy development, business model design, and implementation planning in the data strategy space

Service Offerings

Descriptions

1	Data-led Corporate Strategy Development	<ul style="list-style-type: none"> Review existing or future business strategies and map business objectives and processes for adequate data utilisation Perform in-depth market research and competitive landscape analysis into possible edges a company could gain as part of a data strategy project Conduct detailed feasibility analysis around business ambitions and objectives Develop go-to-market strategies around new data products or services, including product design, pricing, and customer segmentation analysis
2	Data & Business Strategy Preparation	<ul style="list-style-type: none"> Define the current and future state of an organisation's data systems based on its business objectives Perform a capability or gap analysis based on the current and future state of the business Review operating models and internal operations that would inform business domains and gaps in data usage
3	Business Data Solutions Design	<ul style="list-style-type: none"> Map business requirements to functional requirements and applications for data integration Conduct a buy / build analysis for applications selected, in line with your budgetary needs Conduct detailed vendor evaluation / benchmarking
4	Governance, Culture & Regulatory Analysis	<ul style="list-style-type: none"> Evaluate the data maturity of your business, create data metrics, and develop pathways to full data maturity Analyse the data culture of the organisation, including the development of comprehensive data governance and cultural policies, including employee training requirements Review regulatory data positioning and advise on adaptations to organisational compliance frameworks, based on the company's operating jurisdiction(s)
5	Corporate Training	<ul style="list-style-type: none"> Provide world-class employee training workshops (on areas including specific compliance topics and broader cultural change programmes), focusing on turning concepts into action, and committing actions to practice Engage managers and executives in dedicated coaching programmes, creating actionable plans for them to inspire and champion good data business conduct within their teams, divisions and across the entire organisation Assess business performance improvements attributable to mindset and behaviour changes from training and coaching efforts, and further fine-tune the programmes.

HOW CAN WE HELP (2/2) – PALO IT

PALO IT provides end-to-end data offerings throughout different corporate data lifecycle stages through its diverse project experience across different industries

Service Offerings

Descriptions

1	Kickstarting a Data Journey	<ul style="list-style-type: none">• Technical assessment of existing data governance and architecture in place (if any)• Technical visioning workshops to create technical transformation backlogs and possible timelines for execution
2	Data Assessment	<ul style="list-style-type: none">• Technical Architecture assessment• Data Governance assessment (security, metadata management, data quality and ownership)
3	Data Platform Creation	<ul style="list-style-type: none">• Creation of a scalable, secure, and resilient platform which can handle high volumes, velocity, and variety of data• An automated infrastructure setup (on-premises or public cloud)• Integration of corporate responsibilities such as ESG Data Management and Reporting at scale
4	Data Ingestion & Processing for Data Analytics	<ul style="list-style-type: none">• Creation of a holistic data pipeline from multiple sources• Illuminate data recommendations through business intelligence, machine learning and artificial intelligence deployment

CONTACT US



Quinlan & Associates is a leading independent strategy consulting firm specialising in the financial services industry.

We are the first firm to offer end-to-end strategy consulting services. From strategy formulation to execution, to ongoing reporting, communications, and employee training, we translate cutting-edge advice into commercially executable solutions.

With our team of top-tier financial services and strategy consulting professionals and our global network of alliance partners, we give you the most up-to-date industry insights from around the world, putting you an essential step ahead of your competitors.

Quinlan & Associates. Strategy with a Difference.

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PALO IT is a global technology consultancy dedicated to helping organisations embrace tech as a force for good.

We work with clients to rapidly launch products and services, create new business models, and enable information systems for a data-driven future.

We are committed to helping businesses transform to better our world. We are proud to be a World Economic Forum New Champion and the first B Corp-certified innovation and tech company in Hong Kong.

WEBSITE www.palo-it.com/en-hk

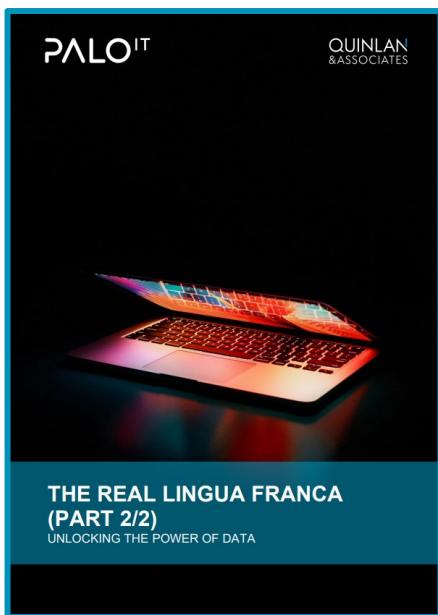
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