![M76 Analytics — Reimagine Thinking]

Digital Transformation
and Re-imagining Business
processes through Big Data

Only a limited number of consulting jobs can currently be productized, but that will change as consultants develop new intellectual property. New IP leads to new tool kits and frameworks, which in turn lead to further automation and technology products. We expect that as artificial intelligence and big data capabilities improve, the pace of productization will increase.

-Harvard Business Review,October 2013 Issue

A Digital Transformation exercise for a Cash Management and Logistics client

> **"** The Decision Support process is people dependent, time consuming and subject to monthly taxonomy changes.

Overview

Our client provided "Cash Management Services" to BFSI & Retail sectors including Cash Transport and manpower for Cashier services.

Being a people scaled business, their operations are people heavy and dispersed across locations and faced some of the following challenges:

▶ Absence of Automation and Real Time Information.
▶ Data Reliability and Accuracy concerns.
▶ Rising Operational costs and wafer-thin margins.
▶ Cash Risk due to non-compliance of due process.
▶ IR and HR issues around employee productivity.

💡 Approach

Mego was used to generate a summary sheet for the CEO. The report generation took a few clicks, compared to almost 15 days of effort to compile and generate the CEO level report.

Mego's unique Thought Tools were leveraged to create Root-Cause Analysis and Business Investigation interfaces.

The Thought Chain™ provided a Pivot like visual capability of the "AS-IS" business metrics across various timeframes, drillable all the way to a branch level.

Thought Grid™ was used to review the business value chains and also, model hypothetical scenarios by allowing the user to view the impact of changing the metrics' values in real time.

Dynamic Thought Pins™ were setup for Business, Expenditure and Benchmarking objectives. This enabled the business to do a deep dive Root Cause Analysis into any business deviation incidents and identify the causal factors.

Mego's machine learning modules, captured all anomalous behaviours at the smallest level of granularity and created business alerts. This review process created Business Accountability by creating a feedback loop around the alerts.

Results:

Successful implementation of the scalable Decision Support System, automated the reporting process, with an increased reliability of the output reports.

The capability enabled the client to create a review process around their business deviations and this enabled them to keep their costs under control, in an industry with wafer-thin margins.

This Decision Support Infrastructure created a data infrastructure that made future AI applications possible.