Data Warehouse Had Many Issues
Reporting and Analytics Capability Required for Regulatory Compliance

CLIENT

One of the world's leading automobile manufacturers; a 100-year-old company with nearly $140 billion in revenue in 2011.
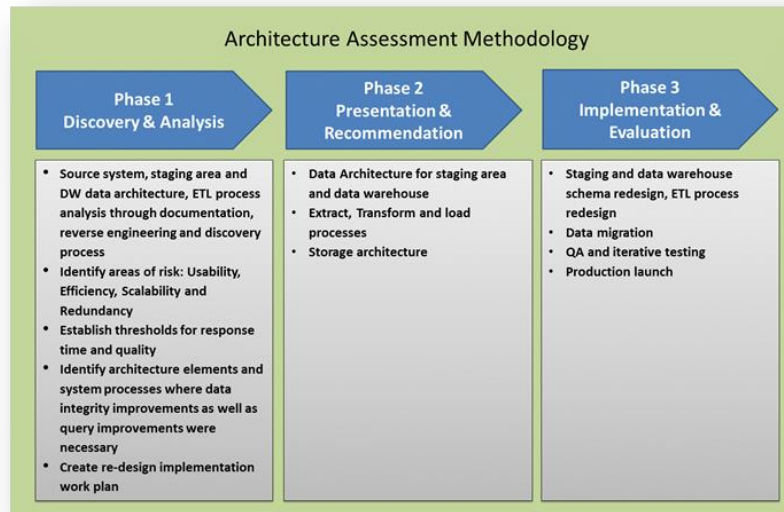
CHALLENGE

The client needed to analyze and identify potential safety issues with vehicle components as early as possible in the manufacturing timeline. Some of the specific requirements included automated analysis and identification of potential quality issues for all major commodities of a vehicle at the earliest point possible (e.g. tires, brakes, fuel system, passenger restraints, power train, chassis, electrical). This initiative was driven in response to several factors, including new regulatory requirements from Department of Transportation (DOT) and the National Highway Traffic Safety Administration (NHTSA). NHTSA required responses to inquiries within tightly defined timeframes. The client had recently developed a large Data Warehouse solution that failed to meet requirements and expectations for ease of use, performance, and quality of response.

SOLUTION

Netra's Architecture Assessment Methodology is outlined on the following page.
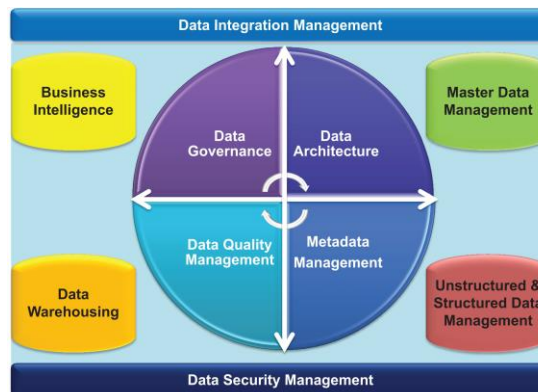
> *"After spending millions on the new data warehouse, we were worried it would never meet our requirements. The re-architecture effort really paid off and now DOT is happy too."*
>
> *Enhanced Concern Identification (ECI) Manager*

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Case Study EIM-626633-AQ06
Netra Technologies, Inc.

Architecture Assessment Methodology

RESULTS

The redesigned system enabled rapid identification and verification of vehicle component quality issues and investigation of any safety/recall-related issues requested by US DOT / NHTSA. Structured and unstructured data, such as surveys, call center transcripts, and warranty claims, were modeled into the data warehouse. The data & text were mined and predictive analytics results were displayed on a dashboard for easy reference. Data storage requirements from staging and associated processing were reduced by 4 TB. All client objectives were met for completeness, data quality, and performance.

Netra EIM Framework

VALUE PROPOSITION

- Netra Architecture Assessment Methodology, tools, and templates
- DW / Analytics Architecture Expertise: Analysis, Recommendation, Implementation, and Change Control
- High level of transparency to all stakeholders throughout the engagement process
- Effective Program and Project Management capabilities

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