Instilling the Culture of Data-Driven Decisions

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WORLDLINE

Why does data and insights matter?

A study found that **87% of executives** in legacy enterprises believe data is crucial for decision-making, yet **only 23% feel confident** their organizations are truly data-driven. This disconnect highlights the immense challenge of transforming data into actionable insights. (Source: McKinsey Global Institute report "Unlocking Productivity Through Digital Transformation)

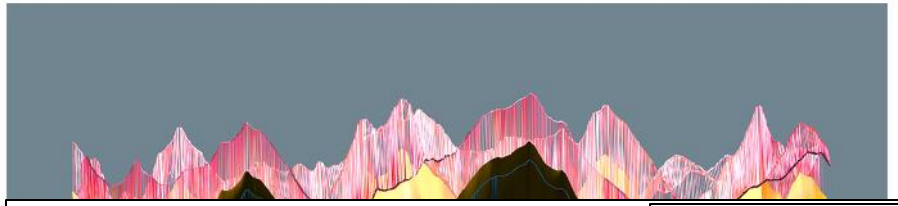
Data Management

Why Becoming a Data-Driven Organization Is So Hard

by Randy Bean

February 24, 2022

Harvard Business Review



Article:

Data vs gut: the great decision making debate

Written by David Waller

Tuesday 19 September 2023

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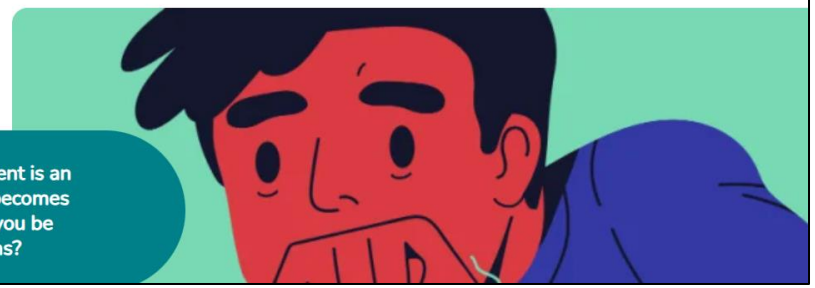
CMI

The idea of instinctual management is an attractive one. But as the world becomes more data-driven, which should you be prioritising when making decisions?



Gartner

ORLANDO, Fla., March 21, 2023

Gartner Survey Reveals Less Than Half of Data and Analytics Teams Effectively Provide Value to the Organization

Gartner Analysts Discuss How Presence, Persistence and Performance Drive Business Value at the Gartner Data & Analytics Summit, March 20-22 in Orlando

Less than half of data and analytics (D&A) leaders (44%) reported that their team is effective in providing value to their organization, according to a new Gartner, Inc. survey. Chief data and analytics officers (CDAOs) must focus on presence, persistence and performance to succeed in their role and deliver measurable business results.

BUILDING A WINNING DATA STRATEGY

Why Culture Is the Greatest Barrier to Data Success

MIT Sloan Management Review

To be successful with data and analytics, organizations must evolve and change the ways in which they structure current business processes.

Randy Bean • September 30, 2020 Reading Time: 7 min

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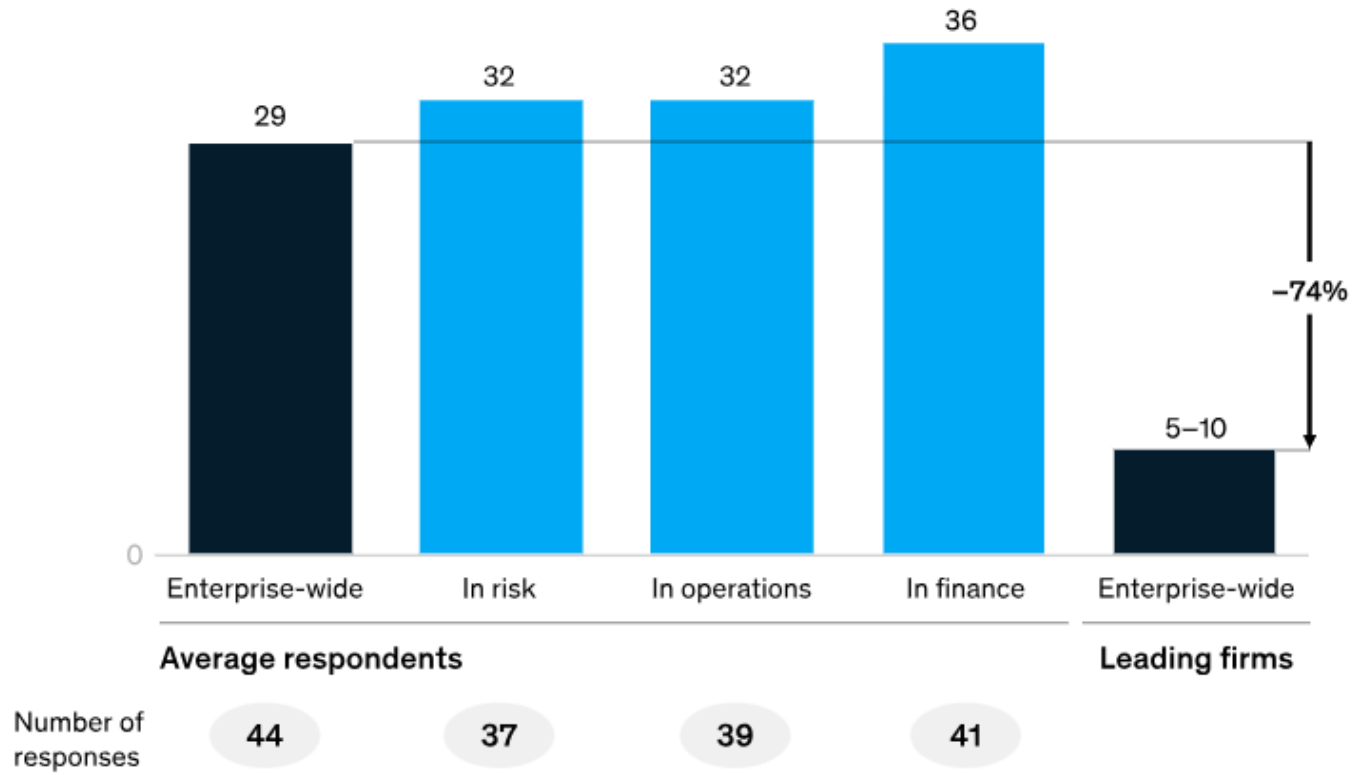
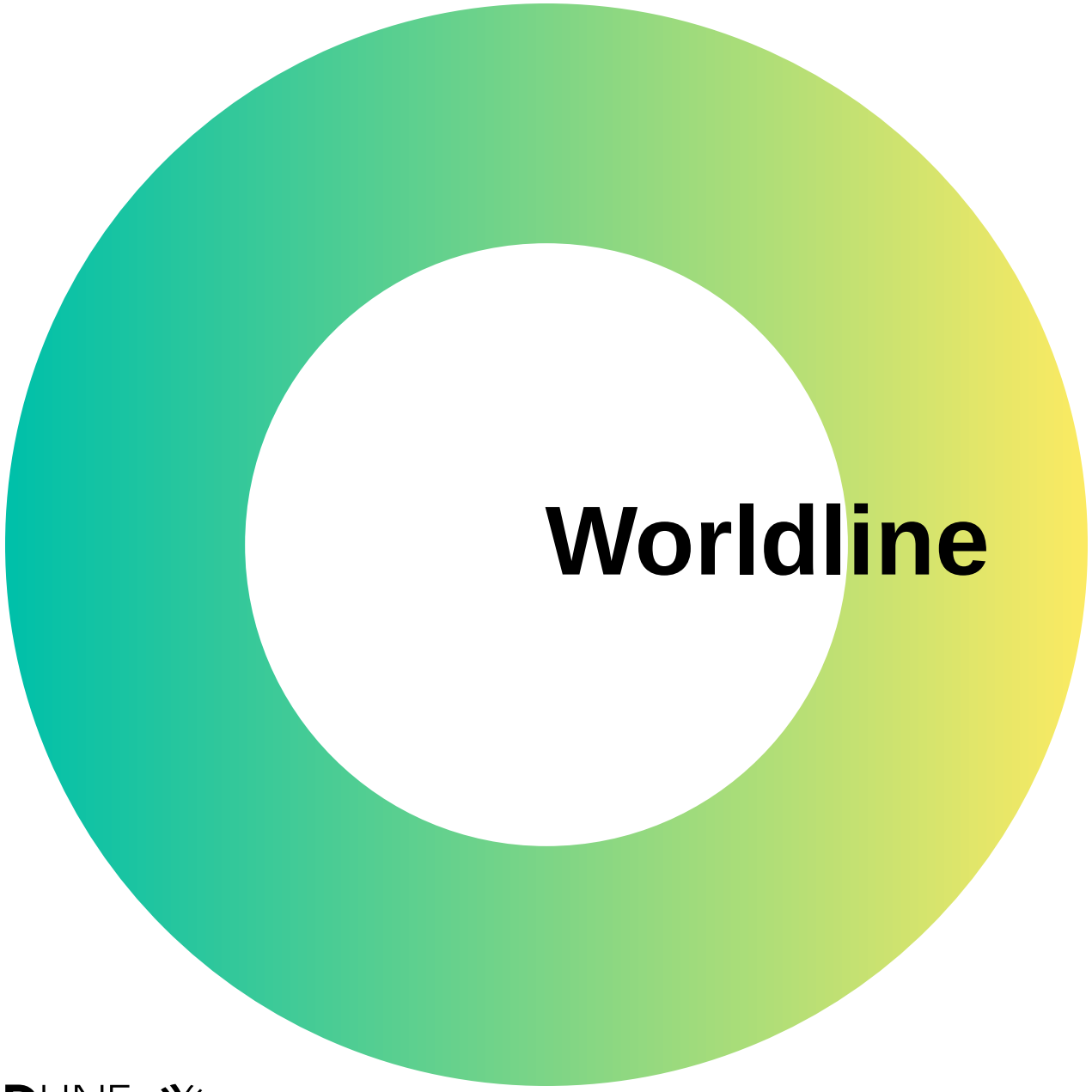
Why does data and insights matter?

Lack of data quality and availability can cause employees to spend a significant amount of time on non-value-added tasks.

Time spent on non-value-added tasks due to poor data quality and availability[1]
Estimated % of total employee time



[1] Data sourcing, data aggregation, data reconciliation, data cleansing, manual reporting, etc.
Source: McKinsey Global Data Transformation Survey, 2019


Worldline

Worldline

#04

largest payment player worldwide

#01

European payment processor

#01

merchant acquirer in Europe

€44 BN

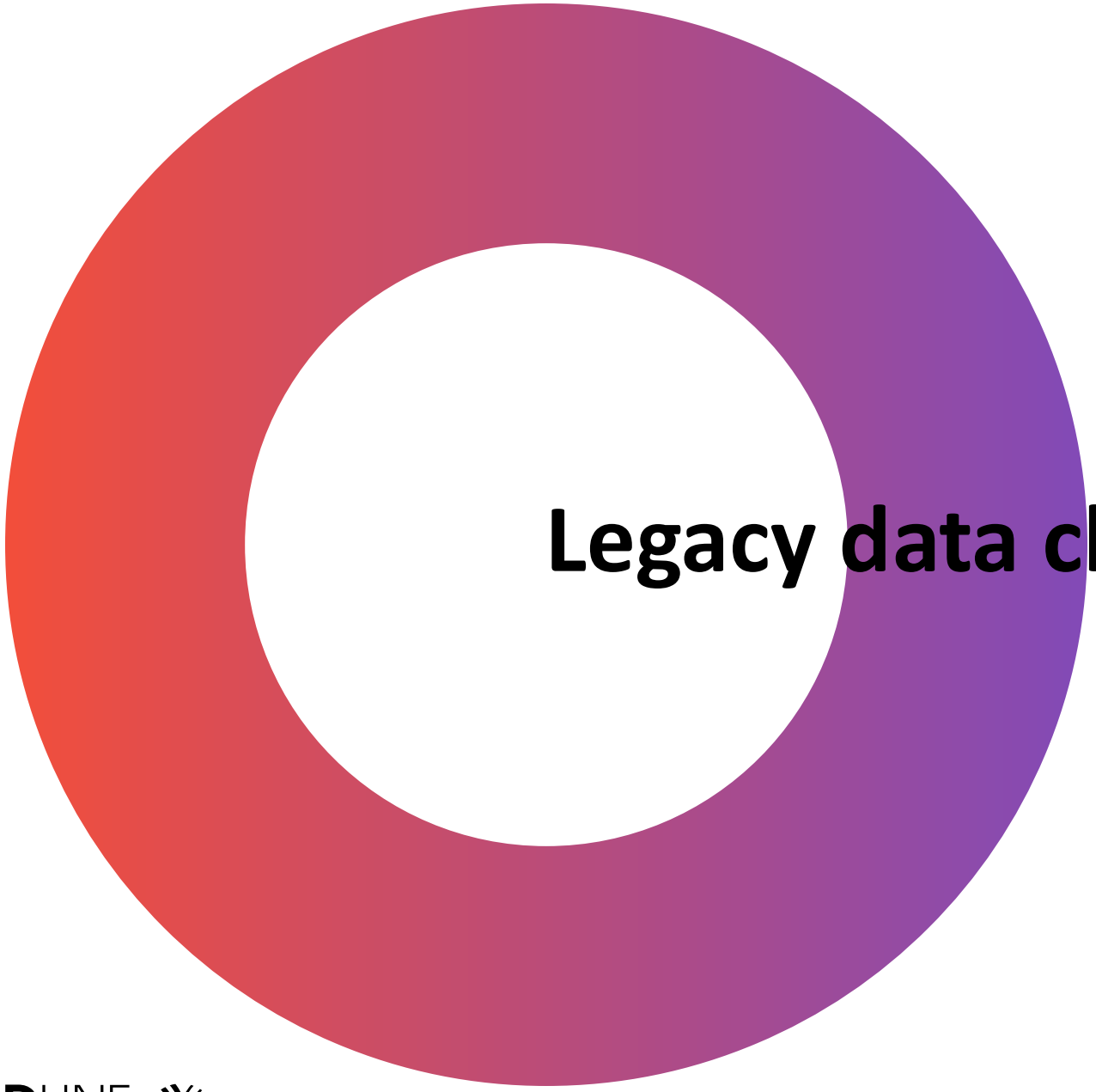
revenues

c.18K

employees

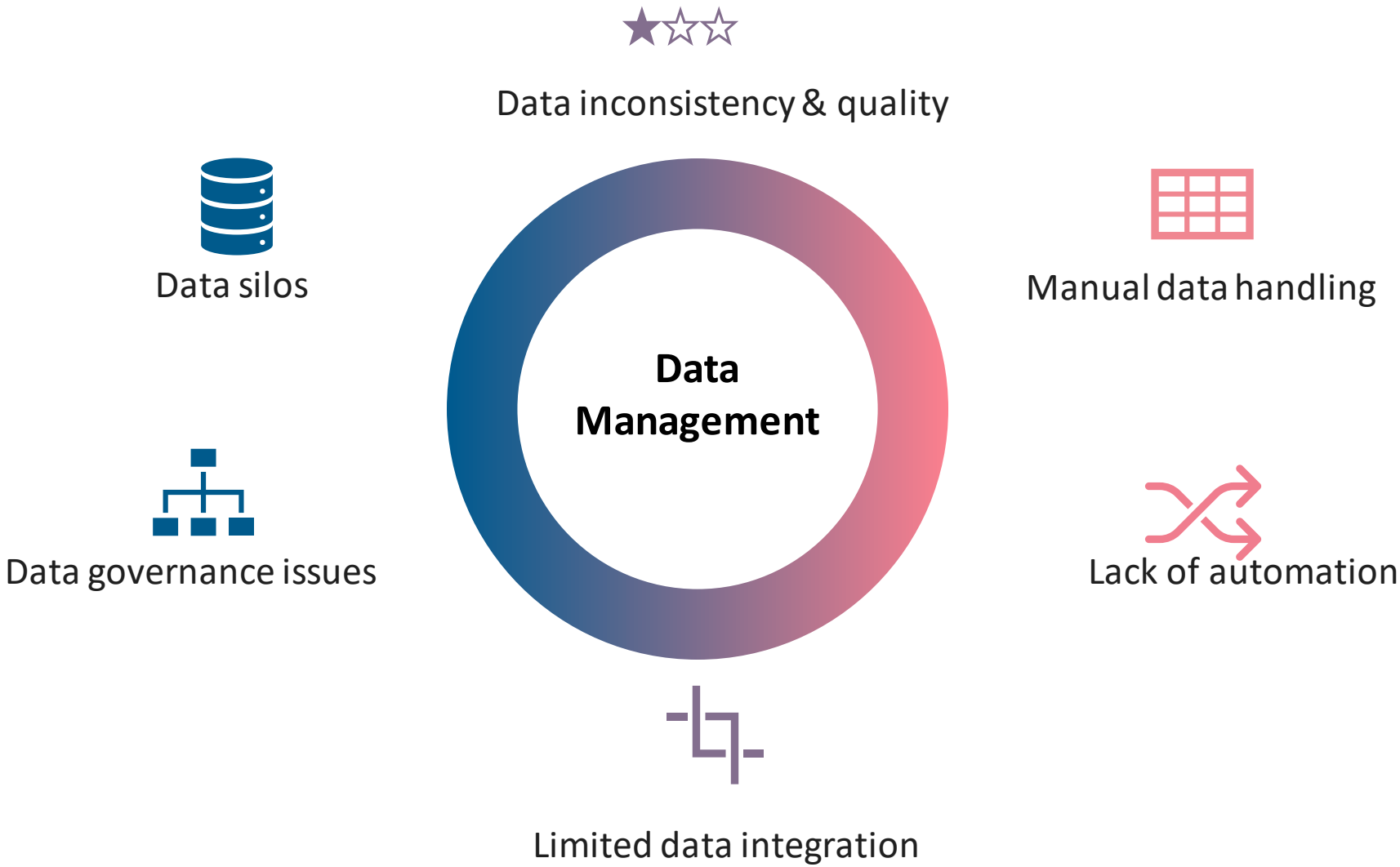
40

years of legacy



Legacy data challenges

Legacy data challenges



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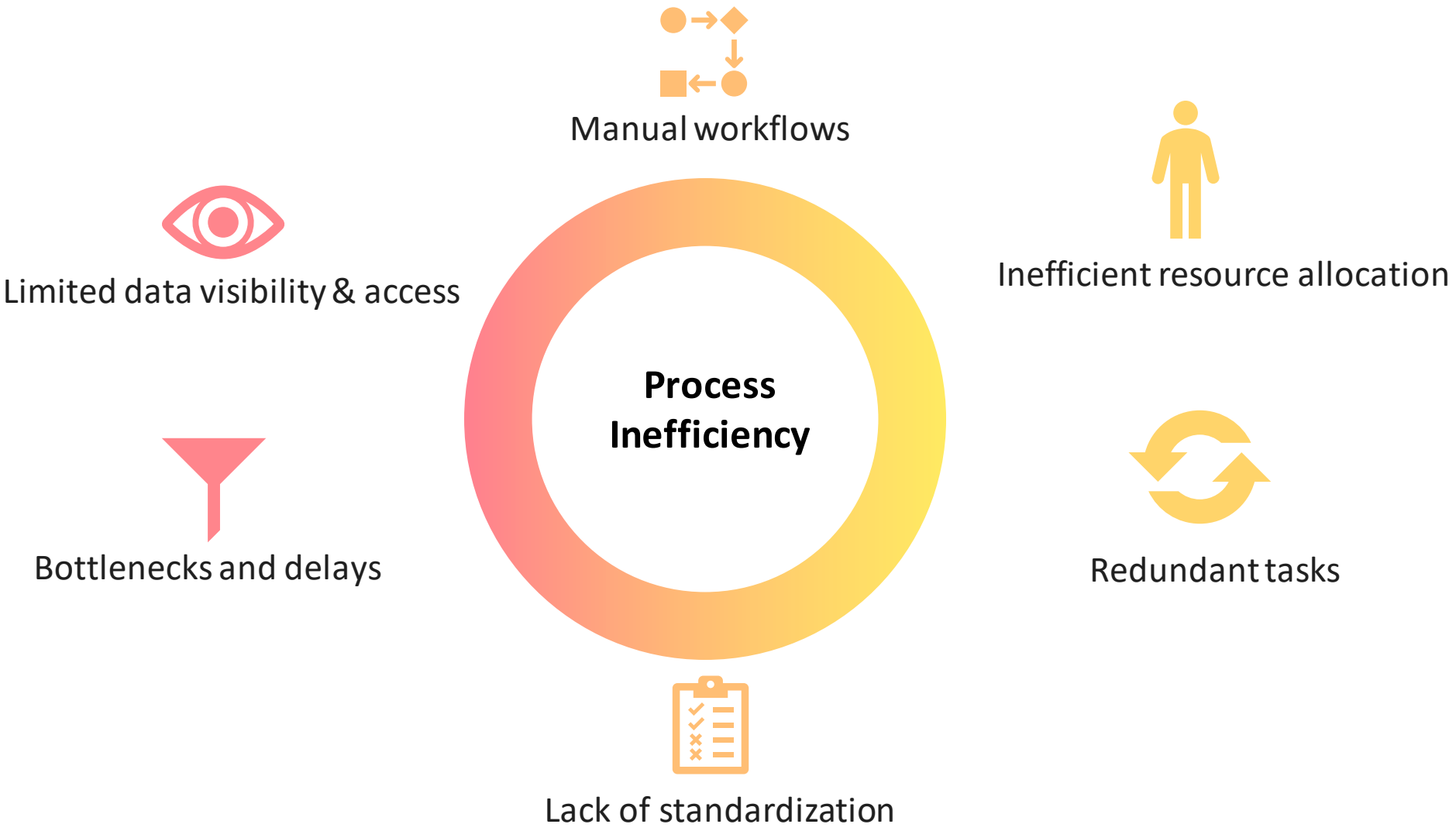
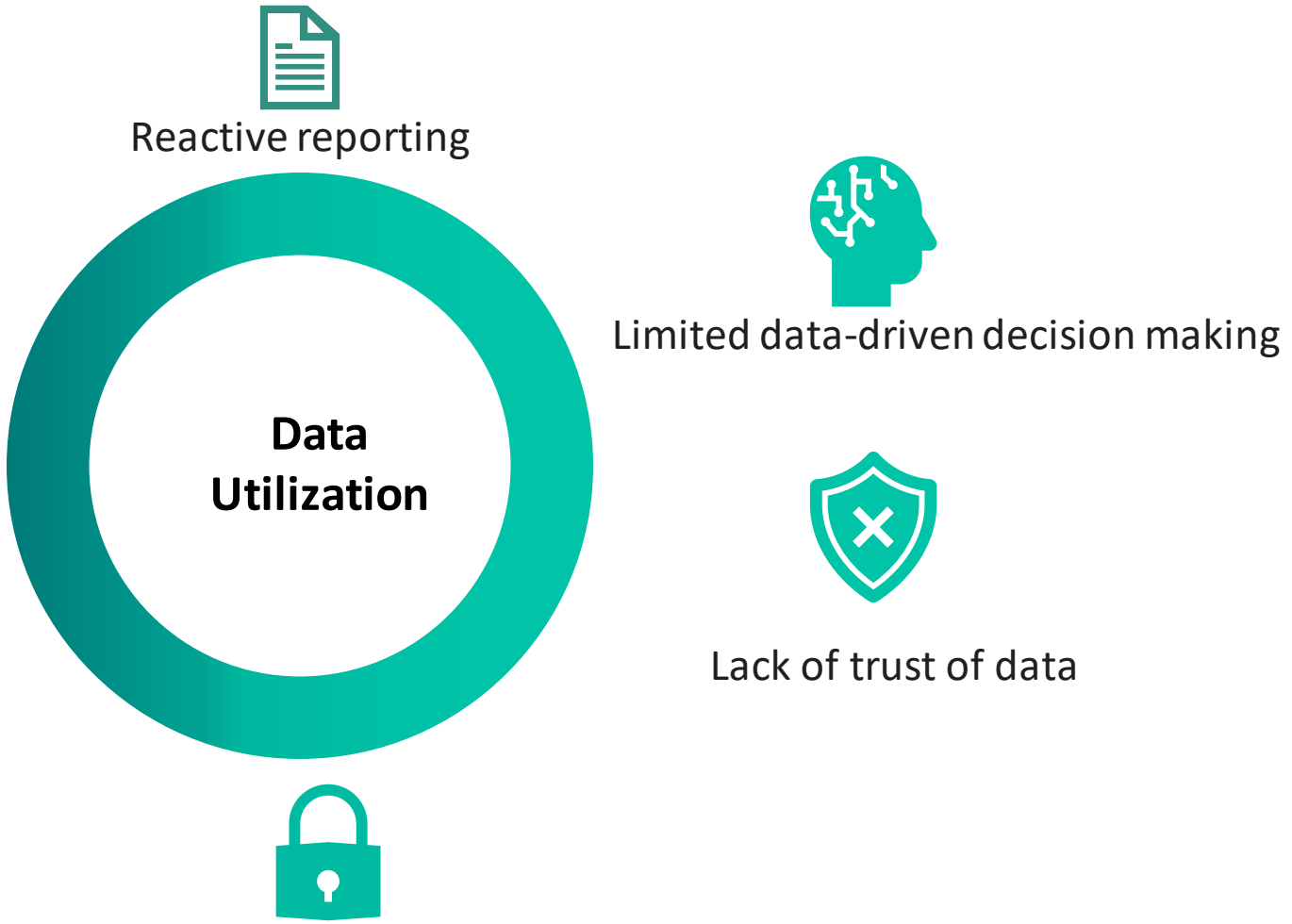
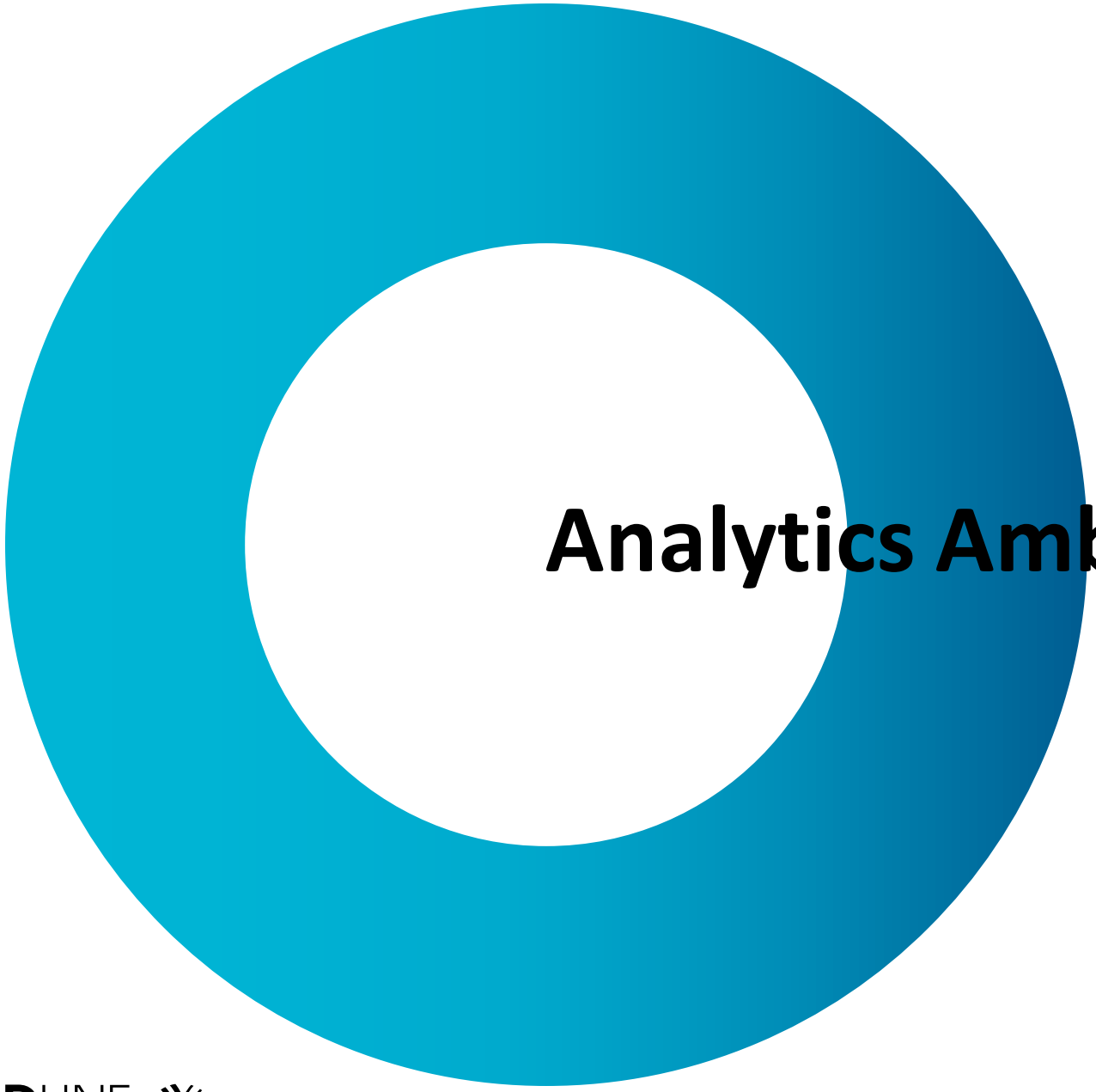


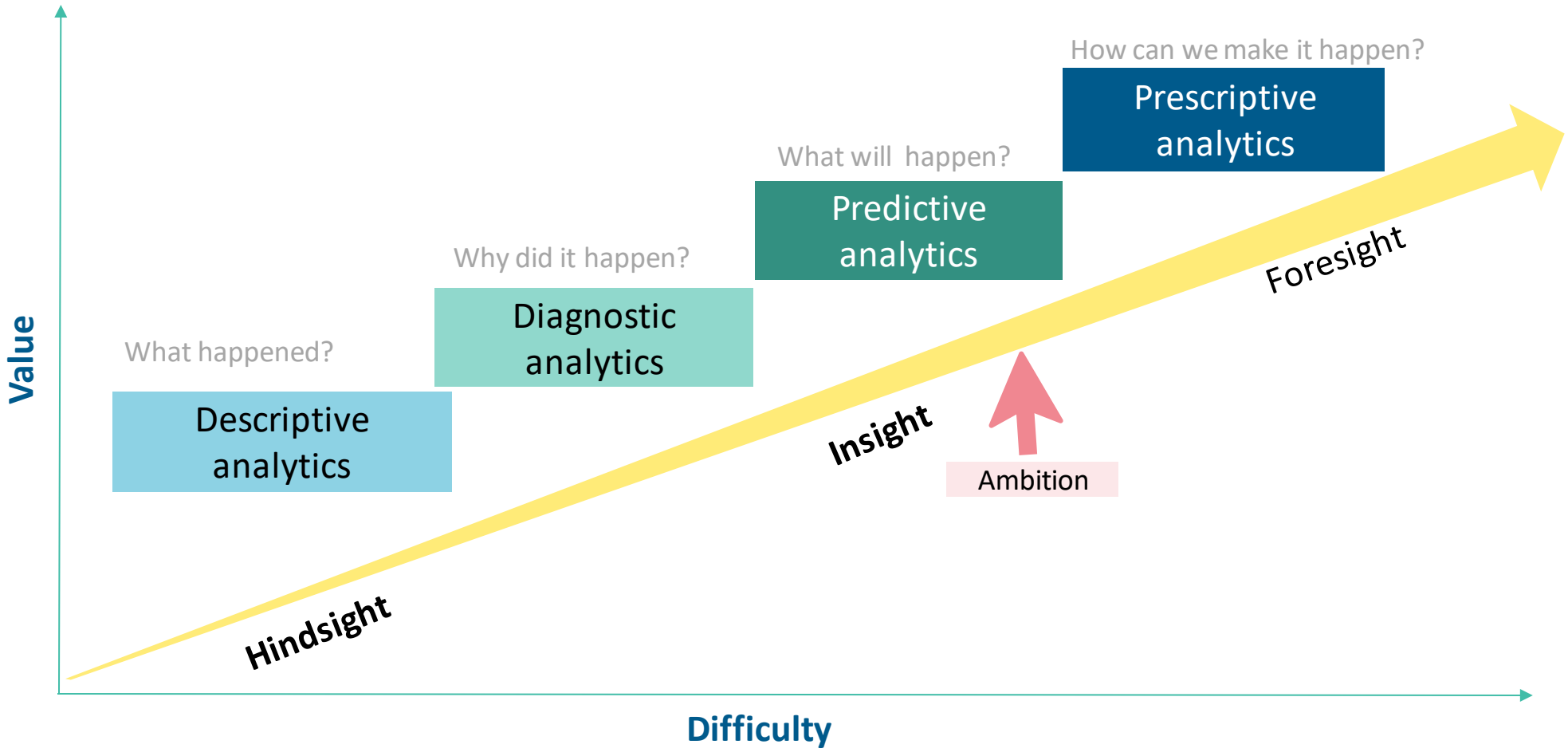
Legacy data challenges





Analytics Ambition

Our Ambition



Source : Gartner

Analytics vision and strategy

Transformation

Vision

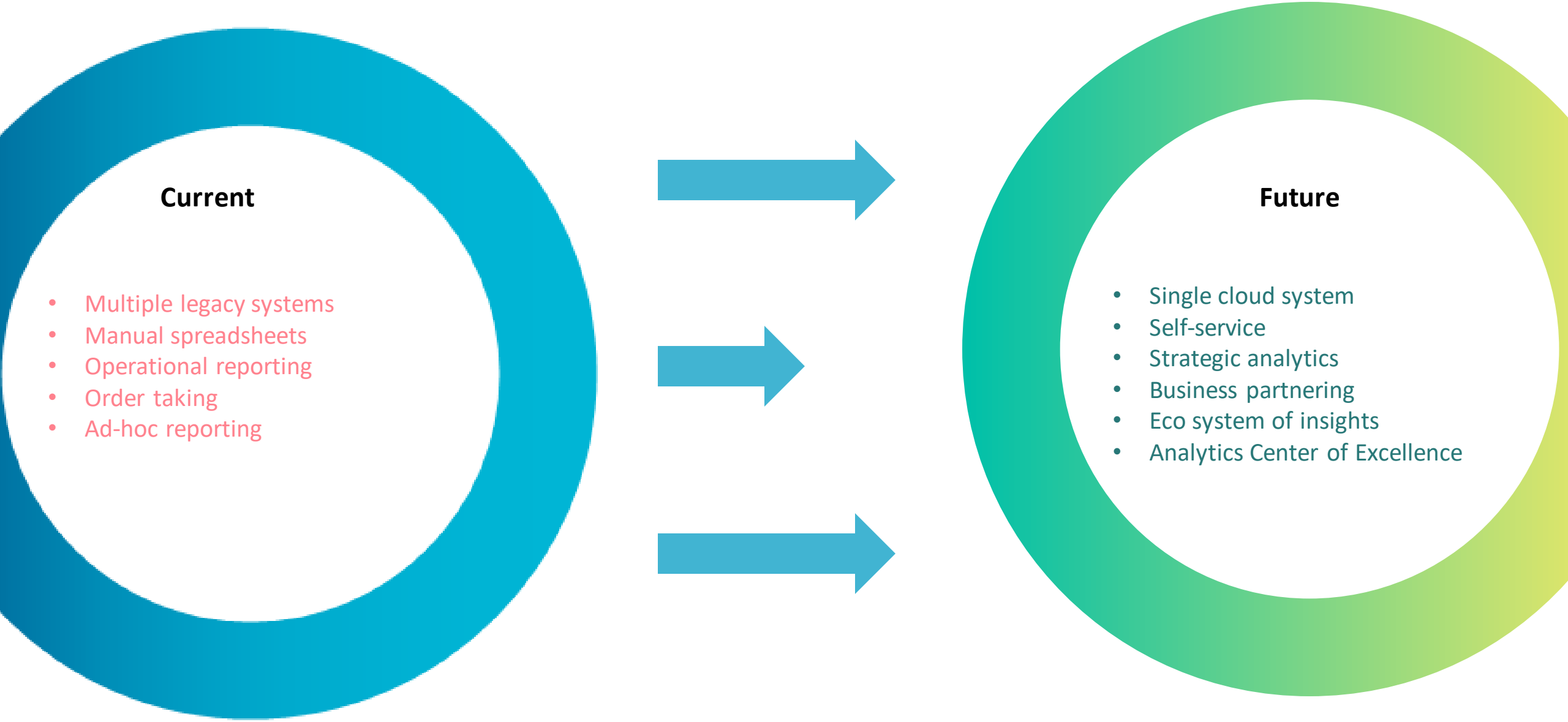
"To use data and analytics to empower Worldline leaders to make informed people decisions."

Strategy

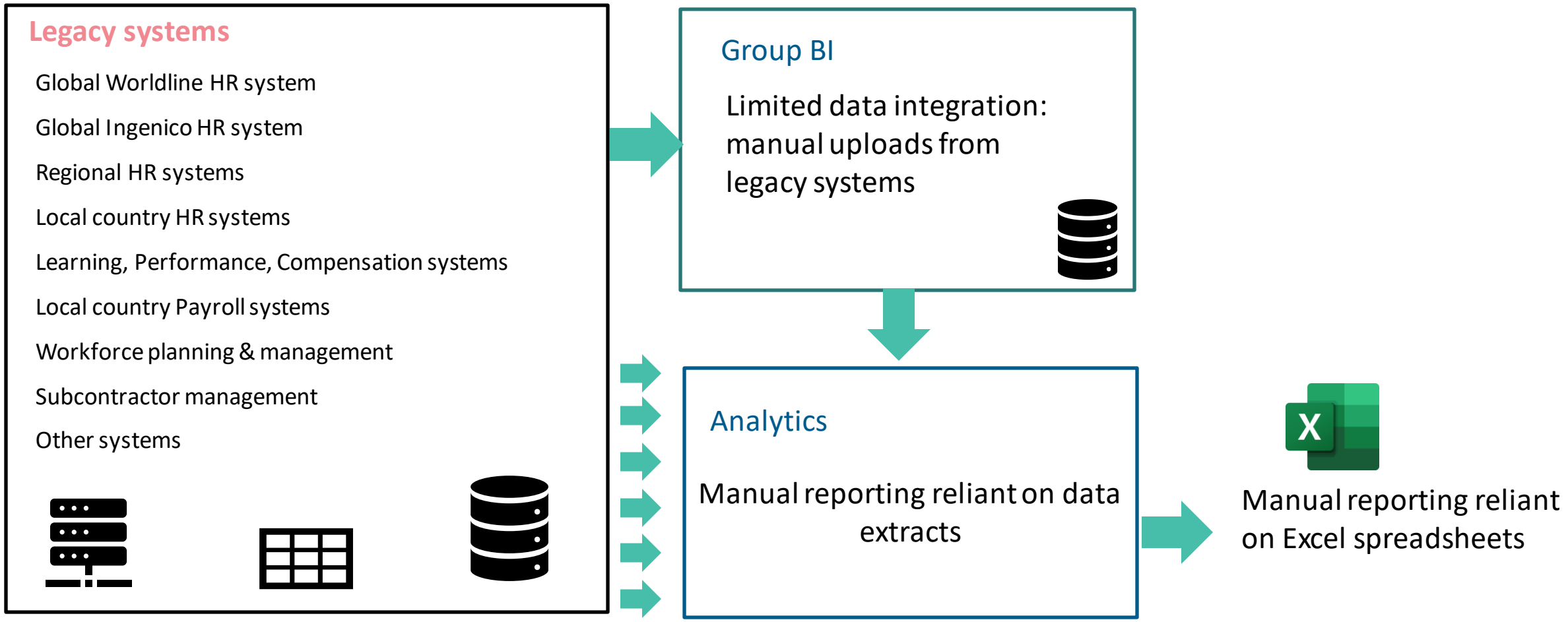
- Develop and implement scalable cloud-based solutions.
- Build trust and credibility with business leaders.
- Share stories that bring the data to life.
- Create a data-driven culture, empowering everyone to use data driven decisions.

Business case for change

Business Case for Cloud



Landscape-before



Approach

Vision and leadership

- Clear and compelling vision for “why" behind the transformation
- Strong leadership is essential to champion the initiative and make crucial decisions

Understand real business needs

- Deep analysis of current systems and processes
- Mapping business needs to cloud capabilities

Create a solid operating model

- Establishing a well-defined governance structure
- Developing a comprehensive transformation plan
- Security, compliance, data migration strategies

Bring people along from start to end

- Effective communication and engagement
- Change management initiatives
- Training and support

Outcomes

Landscape-after

One Global HR system (MyHR)

- Single data model for the full employee lifecycle
- Enables self-service for employees
- Secured with role-based permissions
- Fully compliant with GDPR & social processes
- Empowers employees, managers, and HR with data and insights

SAP SuccessFactors

Group BI

Fully interfaced to My

Power BI

HR Insights dashboards

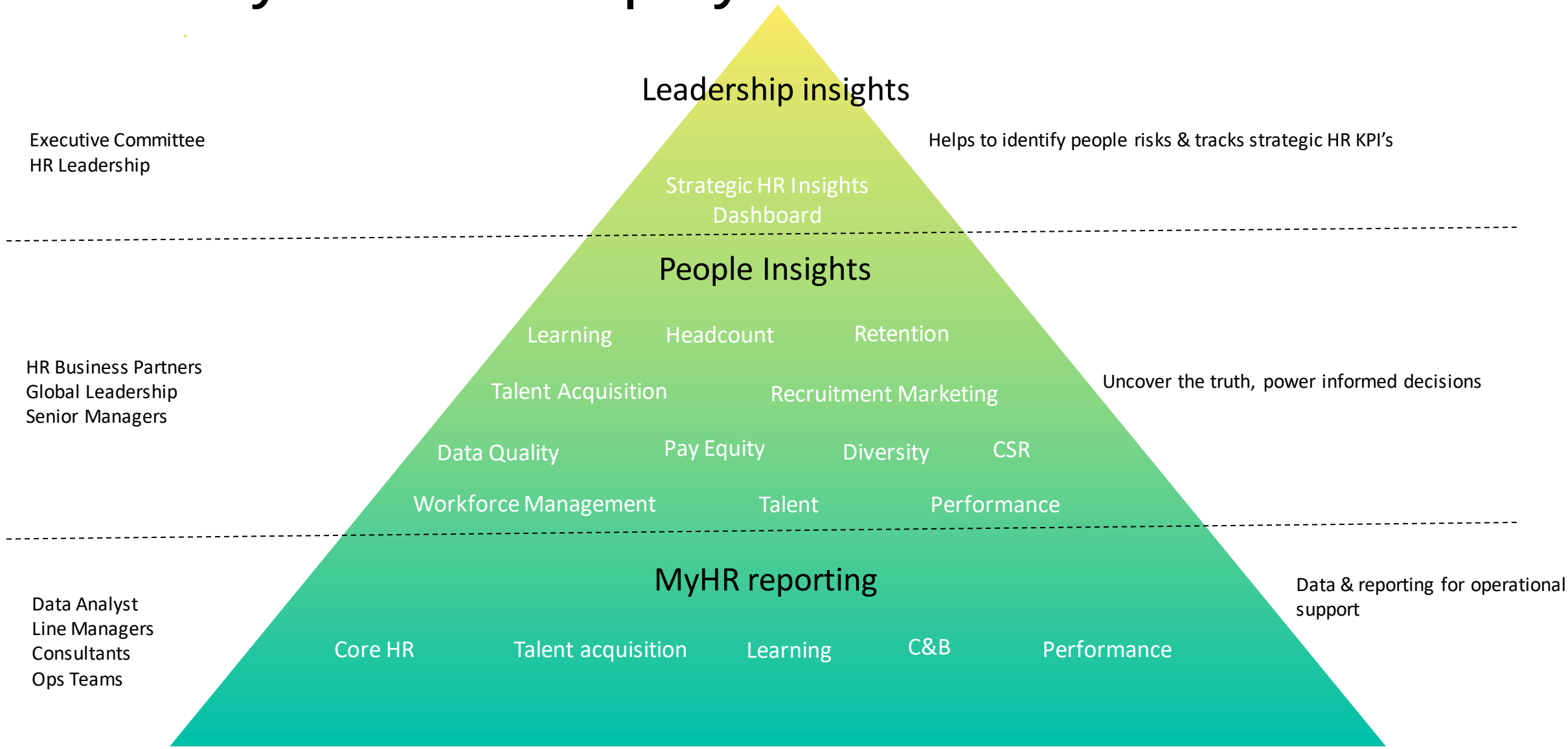
Analytics

Advanced analytics, Workforce Planning, Data quality monitoring

View Report Centre

Global reporting catalogue 80 reports and dashboards

HR Analytic state of play



Takeaways

Key Takeaways

Thank you for your attention.