



## Case Study

***Data warehouse***

***Self-Service***

***Change Management***

Industry:

Retail

### The data:

- Data from multiple sources in the organization.

### Who has the pain?

- IT Department.

### Previous attempts

- No.

### Data stack:

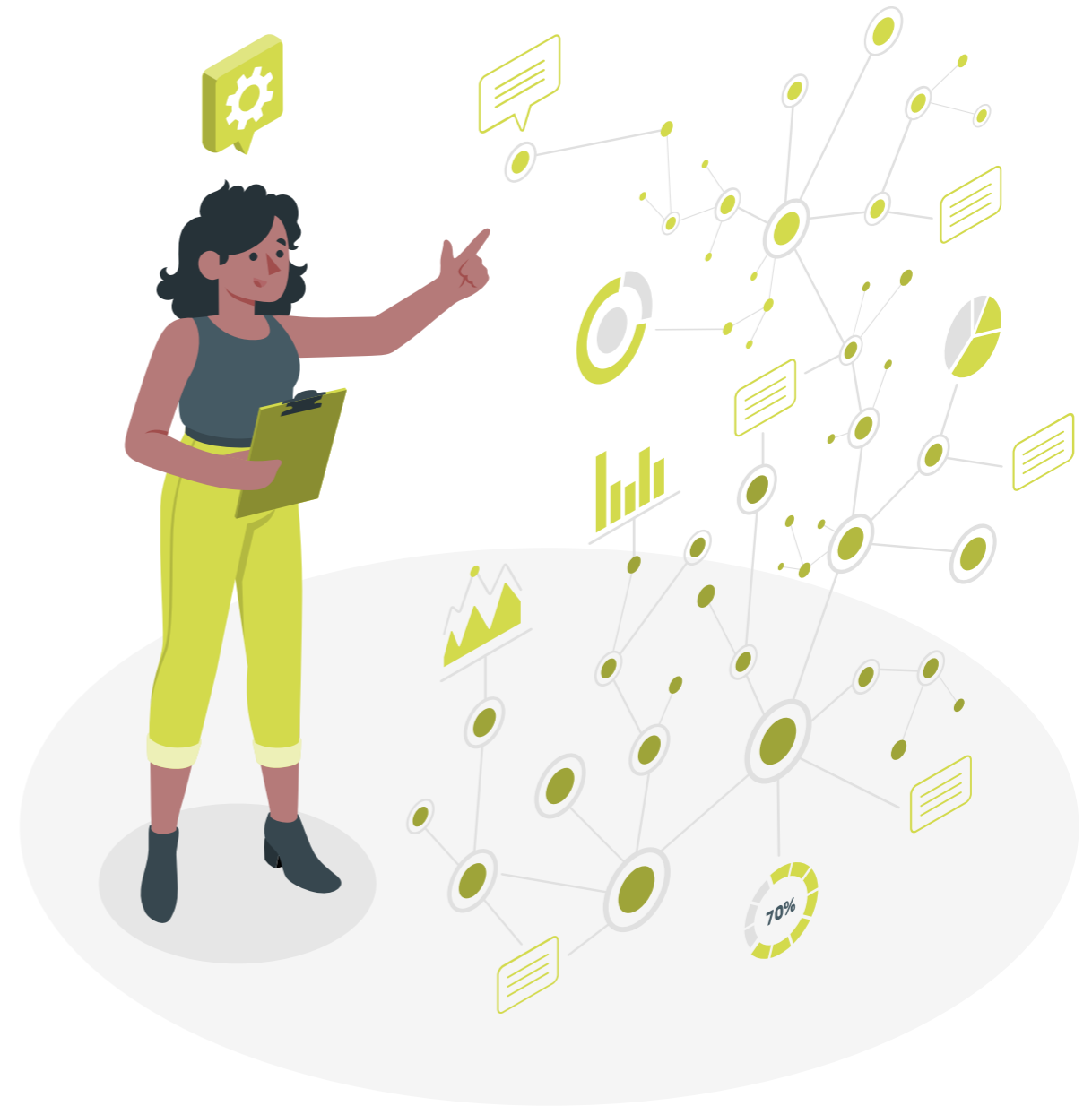
- AS400.
- Dome.
- Snowflake.

### Data Maturity

- Low.

## »» The Challenge

We need to change from a traditional culture (AS400) to a data culture in an organization of 8,000 people in 15 countries.

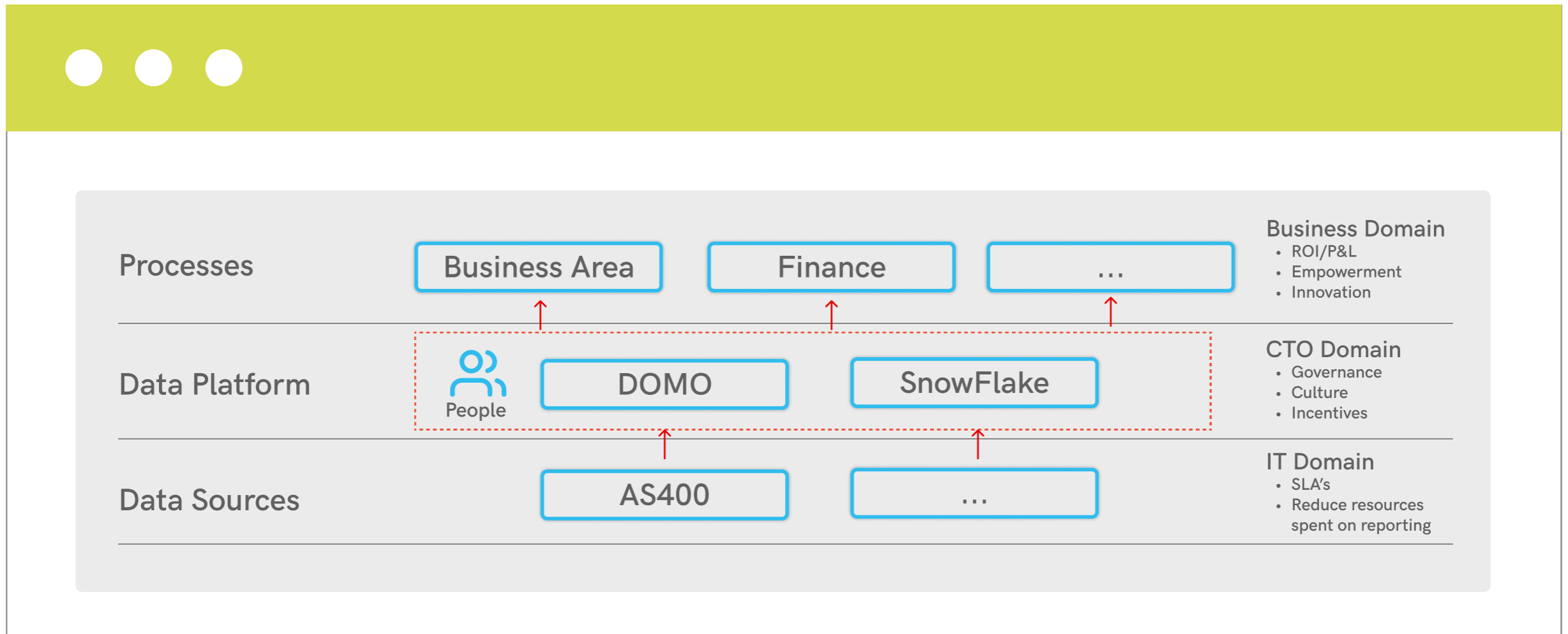


### The solution:

Achieve adoption of a modern data platform (Domo).

Design the processes for the inclusion of data in the data warehouse.

Create a team (professionals) for the development and maintenance of data products.



## ✓ Metrics:

- Several reports / interactive dashboards.
- Time to wait for new data.
- Decisions are based on data.
- Evidence of the Impact of Initiatives.

## ♥ Customer Benefits:

- We achieved the adoption of the Domo platform.
- We implement knowledge management processes (new user onboarding, expert user support).
- The documentation process and tools had an impact and adoption beyond the project.