Unleashing the Power of Data

Success stories showcasing data-driven innovation in Cloud Data Warehousing and Cloud Data Lakes
You are the Intelligent Disruptors. Informatica is Your Champion.

You are outmaneuvering your competition by unleashing the power of data in new and intelligent ways, driving data-driven digital transformation, and reaping the benefits for your organization. We partner with our customers to ensure you achieve your goals with our data management solutions and services, and help you to showcase and promote your accomplishments.

In this eBook, you will see examples of success from organizations—large and small—spanning the world across a variety of industries and use cases. These organizations shared their stories in order to help others learn from their experiences, to promote their innovation and efforts to a wider audience, and to encourage peer-to-peer collaboration across organizations.

If you’d like to share how your organization is innovating and driving a data-driven digital transformation with the support of Informatica, we’d love to help. Submit your nomination by reaching out to us here.
Table of Contents

Avis Budget Group
650,000 vehicles
connected as part of a global initiative that
optimized its vehicle rental business

AXA XL
Helped increase shareholder value
by enabling complex activities such as
cross-selling and upselling of insurance policies
through brokers and managing general agents

Clinical Software Company
18% YoY growth
through improved automation, IT integration,
and business processes, making the company
better able to channel resources into
transforming how clinical trials are conducted

Community Technology Alliance
Homelessness rate decreased by 75%
over three years by using data from the HOME
app to quickly assess for need, then referring
individuals or families to the appropriate
agency for assistance

DNV GL
30x faster ship inspections
enabled by the creation of new digital services

Equinix
Established a data-driven culture
with a single data analytics platform as the
company pursued digital transformation

Flagship State University
75% reduction in transfer time
in daily database processes, giving data
architects more hours per year to work on
more strategic and valuable tasks

Kelly Services
Identified duplicate records
with 99.99% accuracy
 gained a more complete view of job candidates
and opportunities to mine and integrate data
from customer and partner systems

Leading Biotechnology Company
Hours of work saved
on a daily basis by eliminating manual
workflows and processes

Life Time
360-degree view of members
that correlates subscription information
with fitness routines

National Interstate Insurance Company
Employees need only minutes
instead of weeks
to locate information from sales and
service systems

SendGrid
30 billion emails
sent per month on behalf of more
than 50,000 paying customers

Shire Pharmaceuticals
Delivered breakthrough therapies
faster with valuable research data analytics

The New York Foundling
30% reduction in help desk
ticket volume
due to the secured integration of data
from UltiPro into ServiceNow
We envision a world where our fleet is completely connected, integrated, and on-demand. With Informatica and AWS, we’re leading the way in terms of how we can use data to drive success for the company and respond quickly as demands change.

— Christopher Cerruto
VP of Global Enterprise Architecture and Analytics, Avis Budget Group.

Avis Budget Group

- Objective: Optimize fleet management
- Industry: Transportation
- Country HQ: United States
- Cloud Platform: Amazon Web Services (AWS)

Goals:
- Connect a massive fleet of 650,000 vehicles in real time and with a complete global view to enhance efficiency, reduce costs, and drive revenue
- Reduce business risk by profiling and governing telematics data from vehicle GPS and navigation systems and uncover any data quality issues early
- Document core assets such as fleet and telematics data while capturing business context from subject matter experts

Solution:
- Deploy Informatica solutions on AWS to operationalize data and perform real-time analytics as part of a next-generation platform
- Leverage Informatica Data Engineering Integration to enable faster, flexible, and repeatable big data ingestion and integration
- Organize fleet and telematics data using Informatica Enterprise Data Catalog to provide visibility into data location, lineage, and business context

Results:
- Supports global vehicle analytics with an end-to-end data pipeline, giving fleet managers X-fold faster access to track vehicles in real time
- Mitigates risk by improving data quality and governance, helping to ensure that fleet data is complete and in the right format
- Increases productivity by enabling business users to search for, locate, and understand data assets on their own, with a line of sight into data lineage

Read The Full Success Story

Watch The Customer Video
Informatica and Microsoft Azure, they work well together, they support one another, and we ended up with what we wanted: a single cloud footprint that goes across technologies and functions.

— John Mulvaney
Senior CoE Lead - Data Analytics Workbench, AXA XL

AXA XL

- **Objective:** Using big data to streamline customer product offering
- **Industry:** Insurance
- **Country HQ:** United States
- **Cloud Platform:** Microsoft Azure

**Goals:**
- Reduce the complexity and cost of managing and cleansing big data across business units to gain insights into policyholder, broker, and product performance
- Attain profitable growth by identifying cross-sell and up-sell opportunities for brokers and partners to sell more insurance products to existing customer base
- Democratize data discovery and preparation to allow data scientists, analysts, and actuaries to prepare and operationalize data for trusted insights

**Solution:**
- Use Informatica Data Engineering Integration and Informatica Data Engineering Quality to integrate, govern, and cleanse data from on-premises and cloud sources to Microsoft Azure
- Scan and catalog insured and policy data across the enterprise using Informatica Enterprise Data Catalog, making data actionable and easy to find
- Enable data scientists, actuaries, and analysts to prepare data for analysis via self-service using Informatica Enterprise Data Preparation

**Results:**
- Simplifies advanced analytics with a Data Ecosystem & Engagement Platform (DEEP), helping AXA XL build innovative data assets faster and at a lower cost
- Helps increase shareholder value by enabling complex activities such as cross-selling and upselling of insurance policies through brokers and managing general agents
- Allows for faster, deeper insights to support new policy introductions while improving investment returns and lowering expense ratios

Read The Full Success Story

[Watch The Customer Video](#)
Our partnership with Informatica helped us focus on what’s important: to become more agile and innovation-driven.

— Senior Director
Business Innovation, Clinical Software Company

Clinical Software Company

• Objective: Making the most of enterprise data to speed innovation
• Industry: Business Services
• Country HQ: United States
• Cloud Platform: Amazon Web Services (AWS)

18% YoY growth through improved automation, IT integration, and business processes, making the company better able to channel resources into transforming how clinical trials are conducted.

Goals:
• Replace legacy infrastructure with cloud systems and SaaS applications to increase operational efficiency
• Unify IT systems to create a single source of research data truth
• Standardize approach to data integration and eliminate reliance on third parties

Solution:
• Link SaaS applications using Informatica Cloud Application Integration on AWS
• Manage the flow of clinical research data in and out of applications with Informatica SaaS plugins
• Consolidate data into a central warehouse on Amazon Redshift, and create a holistic enterprise view with Informatica Intelligent Cloud Services and AWS

Results:
• Strengthened corporate agility and innovation, propelling 18% year-over-year growth
• Increased time saved during integrations by 40%, allowing IT team to focus on other priorities
• Reduced the cost of major IT implementations by 50%

Learn More About The Solution
Behind every statistic is a human story. We’re using Informatica Intelligent Cloud Services to merge systems and help people faster.

— Bob Russell
CEO, Community Technology Alliance

Community Technology Alliance

• Objective: A mission to help the homeless
• Industry: Nonprofit
• Country HQ: United States
• Cloud Platform: Amazon Web Services (AWS)

Goals:
• Collect and integrate data from multiple government and nonprofit agencies to match people in need with available housing and human services
• Empower housing providers and human services agencies to coordinate and exchange data so their clients don’t have to contact multiple providers
• Help communities comply with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 to retain HUD grant funding

Solution:
• Use Informatica Intelligent Cloud Services iPaaS to connect silos of data, enabling agencies to access and enter data via the HOME mobile app
• Feed information about clients, housing, and services into a data lake hosted on AWS (using Amazon EC2, S3, and RDS), where it can be used for analytics and reporting
• Provide trusted data to serve as the basis for coordinated, centralized assessment and placement systems to prioritize access to housing and services

Results:
• Helps communities reduce return to homelessness rates up to 75% and offer services to people who may otherwise slip through cracks
• Expedites access to housing and human services through coordinated entry while pre-screening clients for eligibility
• Simplifies HEARTH compliance, helping communities qualify for homeless assistance grants and promote commitment to the goal of ending homelessness

Read The Full Success Story
Watch The Customer Video
Informatica Data Engineering Integration [formerly known as Big Data Management] was the best fit for us. It offered pre-built connectors to Azure and Hadoop HDFS, and also made it easy to connect to on-premises data sources.

— Jørgen Stang
Data Scientist, DNV GL

**DNV GL**

- **Objective:** Managing data engineering and big data workloads both on-premises and in the cloud
- **Industry:** Public Safety
- **Country HQ:** Norway
- **Cloud Platform:** Microsoft Azure

**Goals:**
- Create new digital processes and revenue streams based on digital assets and Internet of Things (IoT) sensors on energy infrastructure and maritime vessels
- Compress development cycles and scale digital services up and down as needed to satisfy fluctuating customer demand while controlling costs
- Ensure that data from any source can be trusted, verified, and compliant with the ISO 8000-8 international data quality standard

**Solution:**
- Connect a Microsoft Azure-based data platform, on-premises data centers, a Cloudera Hadoop ecosystem, and IoT devices with Informatica Data Engineering Integration (DEI, formerly known as Big Data Management or BDM)
- Automate the deployment and management of Apache Hadoop clusters with Databricks Unified Analytics Platform, which integrates with Informatica DEI
- Verify data from databases, APIs, email, flat files, and event hubs with Informatica Data Engineering Quality [formerly known as Big Data Quality] before processing

**Results:**
- Enables the creation of new digital services to increase energy efficiency, reduce emissions, improve grid stability, accelerate ship inspections up to 30x and reduce the inspection process for a fleet of vessels from 30 days to 1 day
- Accelerates developer and data engineering productivity and reduces costs by scaling clusters up and down automatically
- Allows DNV GL to treat data as an asset, a prerequisite for success in a data-driven future, while remaining compliant with international standards

30x faster ship inspections enabled by the creation of new digital services

Read The Full Success Story
Watch The Customer Video
Informatica was invaluable in helping us migrate and consolidate our systems on Google Cloud Platform. In combination with utilizing Equinix's interconnection products to migrate "on-prem" data to cloud, we are now in a better position to improve our own platform and the service we provide customers using more integrated data and an agile production environment powered by Google BigQuery.

— Mohan Navaratna
Senior Manager, Data Science, Equinix

Equinix

- Objective: Consolidate analytics to improve decision making
- Industry: Technology
- Country HQ: North America
- Cloud Platform: Google Cloud Platform

Goals:
- Bring together all IT data elements that impact analytics and insights
- Needed an expert partner to help

Solution:
- Consolidates all data-related systems into a centralized data platform for better access
- Creates a unified analytics environment by utilizing Equinix’s ECX Fabric products along with Informatica and Google Cloud Platform products

Results:
- Establishes faster and better methods to roll out additional solutions and features to customers
- Prepares the business for a digital transformation built on insights from machine learning

Established a data-driven culture
with a single data analytics platform as the company pursued digital transformation

Read The Full Success Story
Informatica Intelligent Cloud Services saves us an incredible amount of time. Without it, modernizing our systems would take much longer.

— Data Architect
Flagship State University

Goals:

- Give analysts faster access to research data stored in the university’s transactional systems while saving time for data architects
- Empower analysts to identify opportunities for grant funding more quickly to give the university a competitive edge
- Prepare to modernize and consolidate core university systems and transition to cloud-based solutions while keeping research data consistent and up-to-date

Solution:

- Use Informatica Intelligent Cloud Services to bring data together and provide a better user experience for reporting and analysis
- Bring data from Oracle and SQL Server into Amazon Redshift and Salesforce with Informatica Cloud Data Integration
- Move toward real-time automation and data integration with Salesforce using Informatica Cloud Application Integration

Results:

- Reduces daily database transfer time by 75%
- Accelerates the application process for competitive research grants, putting the university in a better position to receive funding
- Enables the university to replace legacy and homegrown research applications to reduce cost and complexity while offering new functionality

Learn More About The Solution
Informatica and Microsoft each invest considerably in their platforms and technologies, and that benefits me as a customer. They integrate their products in a way that creates the flexibility and agility we need.

— Ravi Ginjupalli
Senior Director, BI Analytics, Kelly Services
Informatica provides us with a foundation for business intelligence that will help us make a difference for patients and change the course of medicine.

— Senior Data Warehouse Architect
Leading Biotechnology Company

Leading Biotechnology Company

• Objective: Power research with data
• Industry: Manufacturing - Pharma & Medical
• Country HQ: United States

Goals:
• Gain greater visibility into large volumes of research and business data across sources
• Power faster research in a rapidly moving healthcare industry
• Infuse culture of analytics across the growing medical research organization

Solution:
• Use Informatica Cloud Data Integration to integrate immunosequencing and business data with both a cloud data lake and cloud data warehouse
• Leverage Informatica pre-built native connectivity to public cloud and other sources for an agile, cost-effective, and scalable solution
• Enable self-service analytics powered by Informatica and Tableau, supporting agile, ad hoc analytics with cloud data lake alongside operationalized reporting using a cloud data warehouse

Results:
• Validating diagnostic claims and payments and recovering revenue with automatic research and business data integration
• Saving hours of work on a daily basis by eliminating manual workflows and processes
• Growing number of analytics power users accelerates collaboration between research, finance and IT

Hours of work saved on a daily basis by eliminating manual workflows and processes
With Informatica and Microsoft, we can take data from anywhere and easily put it at our fingertips when we need it. This enables us to better understand our members’ behaviors and partner the right programs and services to help them meet their fitness goals and athletic aspirations.

— Brian Fisher
Director of Business Intelligence and Data Warehouse, Life Time

Life Time
• Objective: Optimize fleet management
• Industry: Transportation
• Country HQ: United States
• Cloud Platform: Microsoft Azure

Goals:
• Integrate and cleanse customer data from a variety of cloud and on-premises applications, data warehouses, and data marts
• Make the data readily accessible to employees for self-service analysis
• Create a data management architecture with the scalability to address operational demands and the flexibility to meet evolving business requirements

Solution:
• Informatica Cloud® and Informatica PowerCenter® bring information together from Microsoft data warehouse environments, including Microsoft Azure and Workday, as well as a variety of applications and point-of-sale (POS) systems

Results:
• Expected to save money, reduce inefficiencies, ease access to relevant data, and generally power Life Time’s core Customer Intimacy initiative, resulting in a planned two percent revenue increase
• Leads to better-targeted CRM activity and increased loyalty and advocacy among members

Read The Full Success Story
Watch The Customer Video
What once took days or weeks is now possible in a fraction of the time thanks to the automation and integration we’ve achieved with Informatica.

— Paul Luc  
Application Supervisor, National Interstate Insurance

Employees need only minutes instead of weeks to locate information from sales and service systems

--

National Interstate Insurance Company

• Objective: Data-driven improvements to customer service
• Industry: Insurance
• Country HQ: United States
• Cloud Platform: Microsoft Azure

Goals:
• Improve application processing efficiency, from potential new insureds all the way through to policy issuance
• Enable employees to easily locate and act upon pertinent customer and policy data in real-time or near real-time
• Turn data into actionable insights to improve business pricing and underwriting decision-making

Solution:
• Automate application processes and integrate data sources (Salesforce and Microsoft Azure) using Informatica Intelligent Cloud Services
• Use Informatica Cloud Application Integration to synchronize Salesforce data in real-time with on-premises underwriting platform
• Automatically update a centralized data warehouse each night using Informatica Cloud Data Integration

Results:
• Increases organizational effectiveness and insurance application processing efficiency up to 9x
• Allows employees to locate information from sales and service systems in minutes instead of days or weeks
• Helps improve customer service and profitability by enabling fast, intelligent underwriting decisions

Read The Full Success Story
The New York Foundling

- **Objective:** Enhance social services interactions with community-based organizations
- **Industry:** Nonprofit
- **Country HQ:** United States
- **Cloud Platform:** Microsoft Azure

30% reduction in help desk ticket volume due to the secured integration of data from UltiPro into ServiceNow.

Read The Full Success Story

---

The capabilities Informatica brings to our organization are unprecedented. Informatica Intelligent Cloud Services are unlocking the future when it comes to enhancing the lives of those we serve.

— Arik Hill  
CIO, The New York Foundling

---

**Goals:**
- Enhance social services interactions with community-based organizations and reduce costs by automating processes
- Provide more collaborative care by securely sharing patient records, prescriptions, and other data across sites and among care providers
- Enable staff to access client information and care plans from mobile devices and electronic health records on-the-go

**Solution:**
- Deliver data to social workers using Informatica Intelligent Cloud Services
- Use Informatica Cloud Data Integration to share data from Netsmart, Office Practicum, UltiPro, ServiceNow, and Microsoft SQL Server
- Exchange data in real time between Netsmart myEvolv EHR and a Microsoft Azure-based Human Services Bots (“CareBots”) using Informatica Cloud Application Integration coupled with UiPath robotic process automations

**Results:**
- Helps improve social services outcomes by directing more staff time and budget toward research-backed programs and services
- Removes obstacles to wellbeing by establishing collaborative relationships with community-based organizations and care providers
- Allows highly mobile community-based team members to spend more time face-to-face with children, adults, and families and less time on administrative and data-entry tasks

nyfoundling.org
Business leaders are excited about the new analytics capabilities we’re enabling with Informatica and AWS. What used to be a dream is now reality.

— Ken Apple
VP of Support and Business Operations, SendGrid

SendGrid

• Objective: Better data for better customer experiences
• Industry: Business Services
• Country HQ: United States
• Cloud Platform: Amazon Web Services (AWS)

Goals:
• Improve business decision-making and become truly data-driven with modern analytics
• Empower business users to find and use the data they need to provide the best customer experiences
• Meet evolving and growing business needs by replacing legacy data warehouse that was MySQL-based, with Amazon Redshift and integrate data from multiple sources from cloud and on-premises systems

Solution:
• Paired Informatica with Amazon Redshift and Looker for Cloud Analytics and data warehouse architecture
• Enables agile, cost-effective business intelligence on a large scale
• Data integration solution from Informatica supporting cloud data warehousing with Amazon Redshift enabling SendGrid to integrate SaaS endpoints like Salesforce and Zuora into Amazon Redshift, with simple data integrations

Results:
• Allows a small team to deliver accurate and reliable analytics
• Gives sales and executives easy access to customer information
• Empowers non-technical business users with self-service data access

30 billion emails
sent per month on behalf of more than 50,000 paying customers

Read The Full Success Story
Speed is everything in our sector. Through Informatica, we’re accelerating product development and reducing time to market for our therapies, which helps to enrich the lives of people around the world.

— Shyam Dadala
Enterprise Analytics Architecture; Engineer, Shire Pharmaceuticals

Shire Pharmaceuticals

- Objective: Enable quick, easy access to analytics tools to speed research and development
- Industry: Pharmaceuticals
- Country HQ: United States
- Cloud Platform: Microsoft Azure

Goals:
- Use research data to fight rare diseases and specialized conditions, and to deliver breakthrough therapies faster
- Create an integrated, central repository for enterprise data
- Enable quick, easy access to analytics tools to speed research and development

Solution:
- Use Informatica Cloud Data Integration, Informatica Data Engineering Integration and Microsoft Azure to consolidate disparate data sources and create a single version of the truth
- Bring together data ingestion, integration, and visualization tools to support analytics
- Leverage Informatica synergies with Microsoft Azure for faster deployment

Results:
- Speeds product research and development time
- Allows more value to be extracted from enterprise data
- Reduces data acquisition, data integration, and IT support costs

Delivered breakthrough therapies
faster with valuable research data analytics

Read The Full Success Story
Watch The Customer Video

shire.com
About Informatica

Digital transformation is changing our world. As the leader in enterprise cloud data management, we’re prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

To learn more, click here or visit us at: informatica.com/about-us/customers.html