



UCBI



CASE STUDY

How UCBI achieved 100% regulatory compliance and ensured trust in reporting and analytics using DQLabs, Azure, and dbt

United Community Banks, Inc. (UCBI) is a regional bank providing a range of financial services, including commercial and consumer banking, mortgage lending, and investment services. Established with the mission of helping customers achieve their financial goals, UCBI is dedicated to delivering exceptional customer service, innovative solutions, and a deep commitment to the communities it serves.

With a strong network of branches and ATMs, UCBI offers a comprehensive suite of personal and business banking products, including checking and savings accounts, loans, mortgages, and investment services. UCBI with a network of over 170 branches across Georgia, North Carolina, South Carolina, Tennessee, and Florida. The bank is also equipped with cutting-edge technology, including online and mobile banking, to provide customers with convenient and secure access to their accounts and financial information.

As a financial institution, UCBI must comply with a variety of regulations, including those related to data quality data governance, and data privacy. The two major challenge for UCBI is to maintain high standards of customer data quality which helps the bank to build trust with its customers and maintain a positive reputation and protect customer data, including personal and financial information, from unauthorized access, misuse and ensure compliance with data protection laws.

INDUSTRY

Financial Services

TECHNOLOGIES



SOLUTIONS

- Data Discovery
- Data Quality



77% REDUCED
DATA QUALITY ISSUES FOR REPORTING
AND ANALYTICS AND 8.5 X REDUCED
TIME TO ACTIONABLE DATA.



100% IN LINE
WITH REGULATORY COMPLIANCE
AND ENHANCING BRAND
REPUTATION.

Challenge

UCBI, a financial institution with a network of over 170 branches across Georgia, North Carolina, South Carolina, Tennessee, and Florida faced two key challenges.

The first challenge

is to enhance the quality of reporting and analytics through rigorous data quality evaluation. UCBI recognizes the importance of accurate and reliable data in making informed business decisions, and as such, is committed to improving the quality of its data.

The second challenge

is to ensure compliance with data privacy regulations and maintain a high level of data governance. In today's digital age, data privacy, and security are of utmost importance, and UCBI is determined to stay ahead of the curve by continuously monitoring and refining its data governance practices.

By addressing these challenges, UCBI is confident that it will be able to better serve its customers and continue to be a trusted and reliable financial institution in the communities it serves.



“DQLabs leads our way and is a critical part of digital and regulatory compliance strategy with its out-of-the-box augmented data quality rules that can be applied across the entire bank.

BETTY CARPENITO,
Director, Data Governance & Data Quality at UCBI

Solution

UCBI implemented a comprehensive data governance program to address the challenges with the deployment of DQLabs.

The platform was deployed on-cloud and was configured to scan data across a variety of internal and external systems using its native connectors including MS SQL Server, Tableau, etc.

Business-Focused Data Quality Platform:

With an intuitive and business-focused data quality platform, DQLabs provided UCBI with immediate capabilities to configure, auto-discover rules, and generate custom data quality reports, scoring, remediate (dbt) and real-time alerts.

Out-of-the-Box Business Quality Evaluation:

This solution enabled UCBI to perform out-of-the-box business quality evaluations with no code UI, auto-discovery, prebuilt rules, scoring, DQ reports, or dashboard making it accessible to all users.

Improved Accuracy in Reporting & Analytics:

Monitoring and evaluating data quality allowed UCBI to improve the accuracy of its reporting and analytics.

Compliance & Data Governance:

The platform's data privacy and security features ensured UCBI's compliance with relevant regulations and maintenance of high standards of data governance.

Comprehensive Solution:

The implementation of DQLabs provided UCBI with a comprehensive and effective solution for enhancing data quality, improved reporting and analytics, and regulatory compliance.

Result

United Community Bank was able to move away from silo data quality processing into an enterprise-level data quality platform with a standard set of rules and governance.

With dashboarding capabilities, Data Quality reports can now be shared across leaders, stakeholders, and auditors for compliance and to build trust in data. With abilities to manage and remediate issues, collaboration and transparency are significantly improved across all users. The implementation of the solution had numerous benefits and outcomes for United Community Banks.

- Firstly, the bank was able to move away from silo data quality processing to an enterprise-level data quality platform with a standard set of rules and governance. This enabled UCBI to have a more centralized and efficient approach to managing data quality.
 - With DQ checks and dashboarding capabilities, data quality reports can now be 100% trusted and shared across leaders, stakeholders, and auditors for compliance and to build trust in the data. This increased transparency and accountability, making it easier to monitor the quality of data and track progress over time.
 - The platform's ability to manage and remediate issues also significantly improved collaboration and transparency across all users. This allowed UCBI to identify and resolve data quality issues more quickly and effectively, leading to improved data accuracy and trust in the information being used to make decisions.
 - UCBI now ensures the quality and security of its data, meets different regulatory requirements, and maintains its reputation as a trusted provider of financial services.
- In conclusion, the implementation of DQLabs provided UCBI with a comprehensive and effective approach to data quality, improved reporting and analytics, and regulatory compliance. It also helped to increase collaboration, transparency, and trust in the data, making it a valuable investment for the bank.

About

DQLabs is the Modern Data Quality platform that enables organizations to observe, measure, and discover the data that matters. With an automation-first approach and self-learning capabilities, the DQLabs platform harnesses the combined power of Data Observability, Data Quality and Data Discovery to enable data producers, consumers, and leaders to turn data into action faster, easier, and more collaboratively.



See DQLabs in Action

Let one of our experts show the combined power of Data Observability, Data Quality, and Data Discovery to deliver data relevance.

✉ info@dqlabs.ai

🌐 dqlabs.ai

[Request a Demo](#)