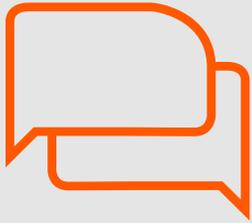**avanade**

DNV·GL

DNV GL boosts fact-based decision making for employees and customers

You can't become one of the world's leading risk management and quality assurance companies without dealing with a lot of data — much of it highly sensitive, industry-specific and regulated.

Over the years, DNV GL established a best-in-class enterprise data warehouse, as well as a Business Intelligence Competency Center (BICC), arming its analysts and decision makers with deep analytics and big data insights.

But when non-technical employees across the business started to use on-demand, software-as-a-service (SaaS) visualization tools such as Microsoft's Power BI, a new challenge emerged. The tool was bringing more data insights to more people, enabling better decision making. But there was no complete governance solution in place to prevent undue risk.

So how would the company respond to this new trend? As we discovered in our interview with the company's business intelligence lead, DNV GL embraced the opportunity to empower workers and develop a data-driven culture. And they did so in a safe, governed and compliant way.

The following is a summary of Avanade's conversation with Tom Erik Tjønneland, Head of the Business Intelligence Competency Center at DNV GL. We discussed our project delivering governance, training and templates to scale Microsoft Power BI globally to DNV GL's users.

Avanade: What got DNV GL started on this journey to Power BI?

Tjønneland: For years, we wanted to bring the power of refined and combined data to the people of DNV GL. We wanted to support fact-based decision making.

We were also seeing what Microsoft was doing with Power BI and we were very impressed. We always saw it as a nice BI self-service tool, which employees were using in limited ways already. But Power BI really developed into a full-scale modern enterprise tool. That made it much more relevant to us and we wanted those capabilities.

Avanade: You mentioned employees were already using Power BI. How so, and was that causing any challenges?

Tjønneland: Non-technical employees were using Power BI already. But they were pulling their own data sets and Excel spreadsheets and doing the analytics on that. We [at the BICC] were helping them out — but we were running into issues.

First of all, cutting and pasting into a spreadsheet isn't a very effective way to get data and run reports. But there was also a governance challenge. Once the user had created their own report, my team lost sight of the data. There was no way to reduce risk and help people make the right decisions about what to do, and how to share those data.

Avanade: How did you overcome those challenges and create a governance structure for using Power BI?

Tjønneland: We started looking for a partner who had the competency as well as the capacity to solve our governance challenge. Avanade was a natural choice, as they had both.

Avanade delivered a full report and a roadmap for creating a governance model, with detailed recommendations. It helped us establish the guidelines on how to work with Power BI, how to develop with it, always ensuring it was secure and user friendly. We wanted to make adoption (of the tool) as easy as possible.

Avanade's recommendations, training and report templates helped DNV GL bring a well-governed, secure and scalable rollout of Power BI globally across all business areas.

Avanade: What business value has DNV GL realized from this project?

Tjønneland: The key is we improved our ability to support fact-based decision making. And we did it in a way that won't expose us to unnecessary risk. Avanade's governance project enabled us to scale the number of Power BI users and supported projects, in a controlled and secure manner.

We also feel this will drive productivity. It's very fast and its performance is great; Power BI itself is incredibly user friendly and continually evolves to meet our users' needs

Finally, we're improving the customer experiences and services we deliver. Our employees are able to embed Power BI reports into specific applications, platforms and customer presentations. This gives customers more useful insight and adds value to what we do.

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