



# Case Study

Data governance earns trust and  
increases market share

Industry: Professional Services

**When a professional services firm wanted to ensure it could uphold the data handling standards expected by customers**

**We developed their data governance practices, helping to improve their Supplier Trust Score by 58% and in the process increase market share**



**An external audit by an independent assessment firm found that Human Sparks' data governance services improved its Client's Supplier Trust Score by 58%.**

## **The challenge**

Businesses around the world are increasingly leveraging powerful data assets over traditional 'bricks and mortar'. As a result, organizations are under pressure from governments, regulators and the public to ensure the right governance of these important data assets.

Several high-profile instances of data-breach and 'tightening' of data protection legislation in Australia and around the world have heightened the general awareness and need for companies to have good data governance practices.

Our Client, a professional services firm, took note of their customers' concerns for data protection and IT security. After an initial review, it was clear our Client had substantial gaps in their data governance practices. If unaddressed, they were at risk of losing the trust of customers and subsequently valuable market share.

## **How we helped**

Human Sparks was asked to address these data governance and IT security gaps. To do this we leveraged Human Sparks' unique data governance framework, evaluation process and leading practice templates.

Human Sparks took a risk-based approach that considered relevant legislation, operational standards and industry-specific requirements. Current organizational capabilities were evaluated against 27 specific capabilities needed for good data governance and IT security today.

A tailored data governance practice was developed to address gaps and align with leading practice.

Human Sparks then worked with managers to integrate and implement the improved data governance practices across our Client's organization. This ensured people had awareness, competence and accountability to adhere to the new practices.

## **Value delivered**

Human Sparks' data governance services provided following deliverables:

- Summary of legislative and standards compliance requirements.
- Data and IT risk assessment.
- Organizational capability evaluation to determine strengths and areas for further development to address risks.

- Comprehensive data governance practice to detail the required changes to data handling and IT security practices.
- Data governance program to implement changes throughout the organization,

Following our work, an external audit by an independent assessment firm found that Human Sparks' data governance services improved our Client's Supplier Trust Score by 58%.

## About Human Sparks

Research shows that 84% of companies fail at digital transformations. At Human Sparks, our team specialises in de-risking digital transformations. Our services are designed to ensure that your company is one of the 16% that succeeds.

No matter if it's a large transformation, the automation of business process or simply digitization, Human Sparks controls the risks that undermine nearly all technology projects. Our expertise enables your company to avoid unforeseen pitfalls and realise the intended benefits from its digital investments.

We do this through our comprehensive de-risking services:

- Data governance to address data-related risks.
- System reviews, solution evaluations and system roadmaps.
- Capability reviews and development.
- Project and change management.
- Risk management and compliance.
- Third-party vendor risk management
- Structuring digital transformations.
- Our unique tools such as Looprisk (risk management App).

We work with global, national and local brands. Unlike our competitors, we work across the organizational pillars of people, process and technology (not just technology) - enabling us to provide a comprehensive service.

We're based in Perth and Sydney and are known for delivering quality results and are committed to providing professional service and advice. You can find us at <http://humansparks.com>

## Contact us

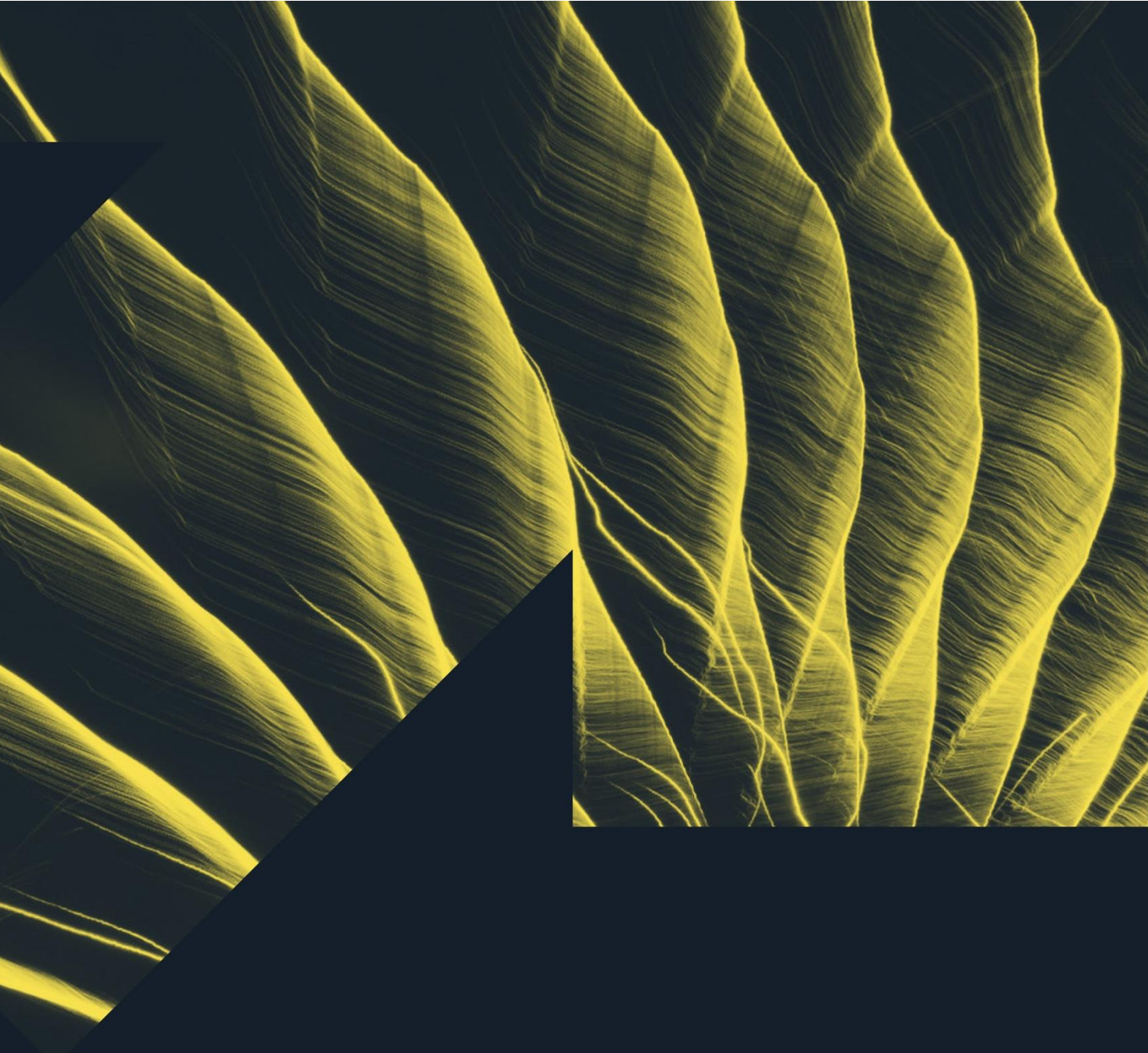
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