

# Data Governance

Compliance requirement or cornerstone of digital transformation?

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# Who we are

**25 years**  
of operations

**1.300+**  
customers/companies,  
**47%** of top **100**  
businesses according to  
**Forbes, Greek List**  
**100+**

**Doubling** our  
operations over the last  
**3 years**

**60+ Personnel**  
in Greece & Cyprus

**3.500+** certifications in  
**37** different  
**ISO standards**

**€3,5 mil.** revenue  
in **2018**

**4.000+**  
consulting projects

# Our Services



- **Consulting Services**
- **Software Solutions**
- **Training Services**

# Our Clients



ΕΘΝΙΚΗ ΤΡΑΠΕΖΑ



TAMEIO  
XPMATOTIPICTIKHS  
CTABEPOTHTATIS  
HELLENIC FINANCIAL STABILITY FUND



ΠΕΙΡΑΙΩΣ  
DIRECT SOLUTIONS



Προεδρία  
της Ελληνικής Δημοκρατίας



## Cooperation with European Reliance

- ✓ **2002:** Implementation of Quality Management System - ISO 9001
- ✓ **2017:** Support of Information Security Management System - ISO 27001
- ✓ **2017:** GDPR Compliance Project
- ✓ **2018 :** Data Protection Officer Training, Privacy Impact Assessment
- ✓ **2019:** Implementation of Business Continuity Management System- ISO 22301
- ✓ **2019:** Data Governance – Data Quality Project

# Business Drivers & benefits of Data Governance

Regulatory compliance, especially for heavily regulated industries

Improvement of the decision-making process through the high quality of data

Operational effectiveness  
Improvement through the implementation of Data Governance processes

Corner stone of the Digital Transformation (Internet of Things, Artificial Intelligence, Big Data)

Data Governance  
framework & Data  
Quality Management  
in **European  
Reliance**

- ✓ Consulting services for the development of a data governance framework emphasizing in high quality of the data in order to ensure
  - decision-making credibility and
  - regulatory compliance (SOLVENCY II)

# Project phases

Collection of  
data &  
situation  
interpretation

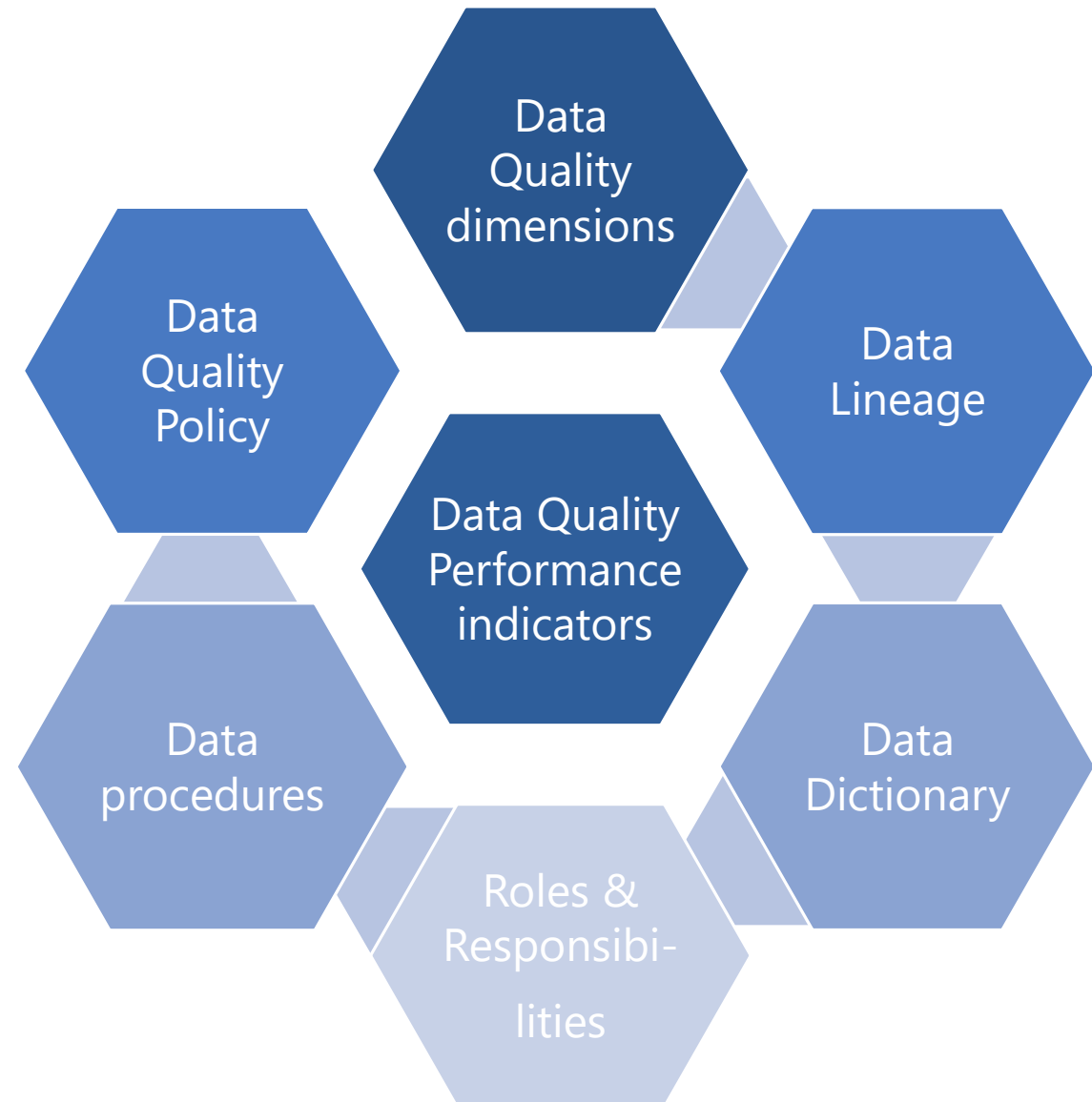
Gap  
Analysis

Compliance  
plan

Data Governance  
framework based  
on world best  
practices

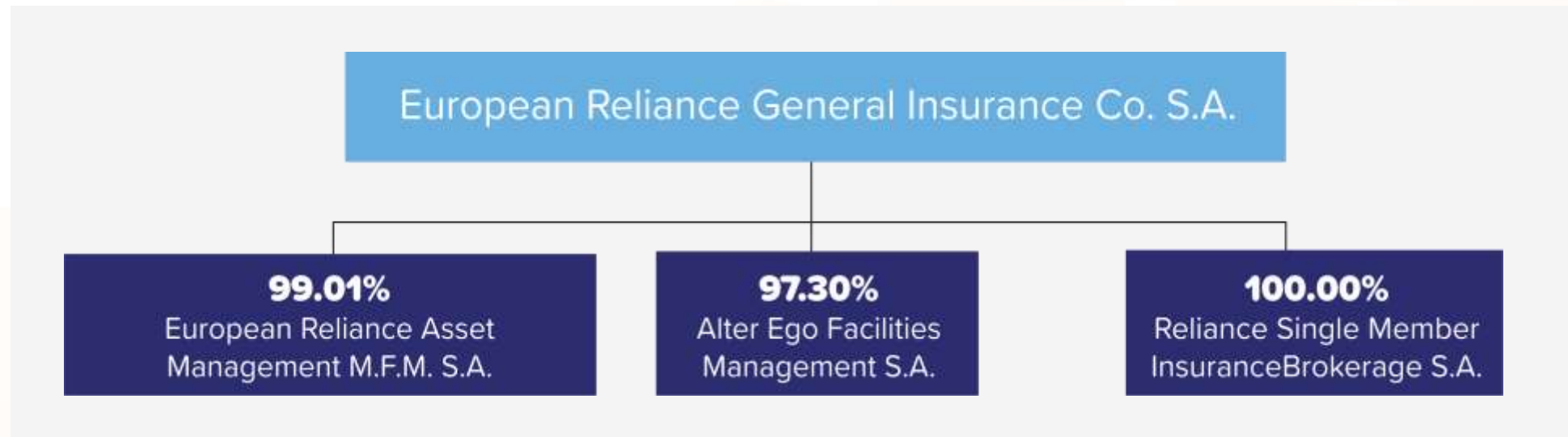


# Project outputs



# European Reliance Group Profile

- European Reliance Group of Companies was established in 1977 and is a comprehensive insurance company active in all modern sectors of insurance and reinsurance coverage except for credit and guarantee insurance.
- The Company has a Network of **5,550 insurance agents** who support the needs of more than **640,000 insurance policies** (30/06/2019).



*European Reliance General Insurance Co. S.A. is listed in the Athens Stock Exchange since 1997.*

# Presence in Greece



**Headquarters in Athens, 274 Kifisias Avenue, Chalandri**

**Presence in Greece with 110 retail offices**

Offices in all major cities and islands in Greece:

- 10 retail offices in Thessaloniki
- 7 retail offices in Heraklion
- 5 retail offices in Larissa

# Data Governance Why?

Trigger Factors

- Regulatory Compliance
- Data Integrity & Quality Assurance
- Centralizing Data
- Operational Risk Management

# Regulatory Compliance



- ✓ Solvency II → Complete-Accurate-Appropriate Data
- ✓ GDPR → Data Flow Mapping – Data Processing Registry
- ✓ Information Security → Confidentiality-Integrity

# Benefits



Making Data Complete, Accurate, Appropriate, Consistent

Improving Data Quality

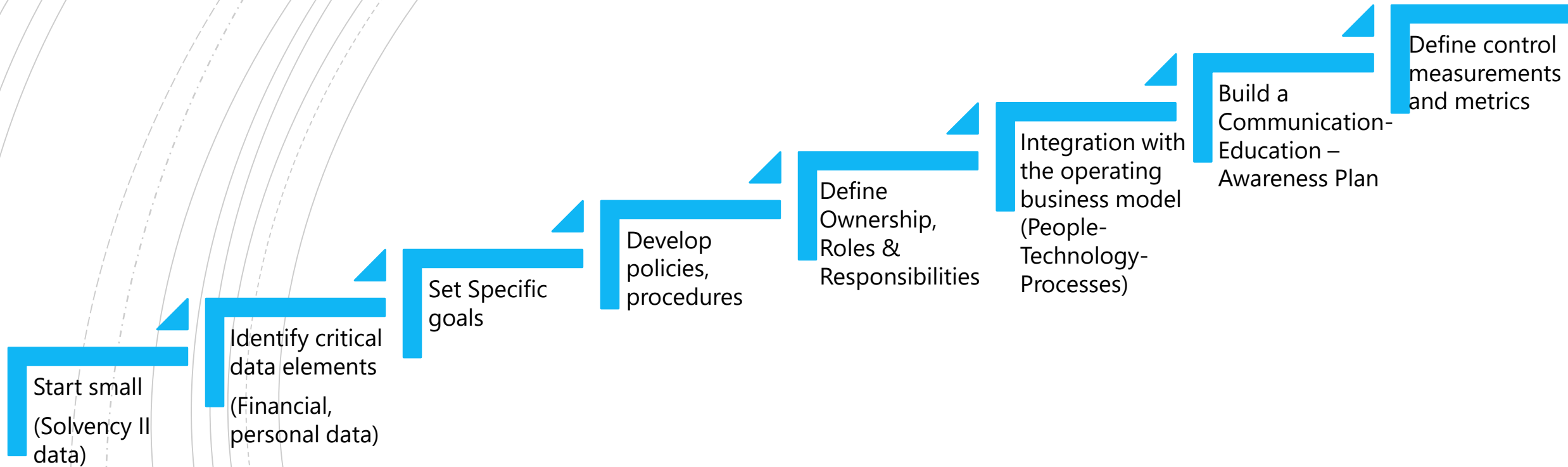
More Secure and Auditable

Better Decisions-Making, New Business Strategies

Improving Business Planning

Maximizing profits of the company, a ROI

# Maturity Model

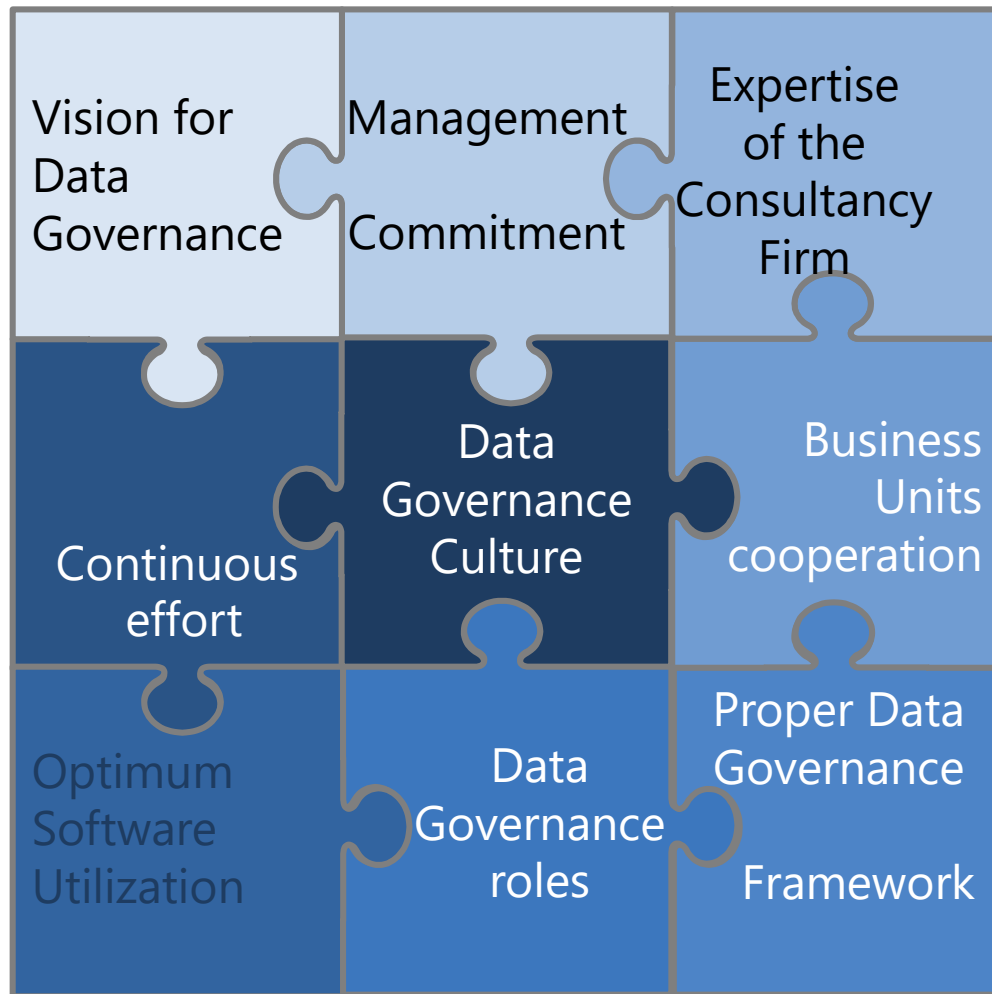


# Vision

The overall vision is to develop a large-scale data governance culture across the organization, ensuring their security and integrity while maximizing their value and utility in innovative business decision-making and maximizing corporate profit and reputation



# Success factors



# Data Governance Maturity Check

- Based on authoritative maturity models
- Measuring core data governance competencies
- Producing an initial data maturity assessment
- [info@priority.com.gr](mailto:info@priority.com.gr),  
[akonstantinidis@priority.com.gr](mailto:akonstantinidis@priority.com.gr)

## EVALUATION

Relevance	✗	○	○	○	○
Efficiency	○	○	✗	○	○
Effectiveness	○	✗	○	○	○
Availability	○	○	○	○	✗
	○	○	○	✗	○

Thank you  
Questions ?