



Balihans

# POWERING THE FUTURE OF BUSINESS

DATA & ANALYTICS  
SOLUTIONS FOR  
ENTERPRISE

Balihans is a leading global provider of digital transformation, consulting, and business solutions. We enable enterprises worldwide to leverage technology to achieve operational excellence, enhance customer experiences, and drive innovation.

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## About Us

Balihans is a leading Data & Analytics services provider and Systems Integrator (SI). We partner with organizations to design, implement, and manage end-to-end data ecosystems—from robust data foundations and modern cloud architectures to advanced analytics and AI/ML solutions. Our mission is to move clients beyond reporting, enabling them to make confident, data-driven decisions that fuel innovation, optimize operations, and secure sustained competitive growth.



Presence in 3 Continents  
50+ Customers Served  
350+ Consultants  
28 Partner Ecosystem  
600+ Projects Delivered

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# The Balihans Data Advantage

Balihans empowers organizations to harness the power of data with our comprehensive data and analytics services. By collecting, storing, analyzing, and visualizing data, we help you uncover hidden insights, optimize operations, and make data-driven decisions that drive business growth and innovation. Whether you're looking to improve customer experience, optimize supply chain operations, or develop new products and services, our data and analytics solutions can help you achieve your goals.

## Data-Driven Success

We empower our clients by building robust data foundations, implementing cutting-edge analytics platforms, and delivering actionable insights directly into operational workflows. This integrated approach ensures that every critical decision—from optimizing supply chains to personalizing customer experiences—is informed by evidence, not intuition. By partnering with Balihans, organizations gain the agility to respond faster to market shifts, uncover hidden revenue opportunities, and achieve measurable, sustained competitive advantage.

## Insights That Inspire

## Advanced Analytics | Actionable Roadmaps

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## Our Data Tech Stack

### Data Workspace



Databricks



snowflake®

### BI & Analytics



Power BI

IBM Cognos



+ a b | e a u®  
from Salesforce

### Open Source

Apache Druid



Apache Superset

Apache Spark

### Cloud Ecosystem



Amazon Redshift

AWS Glue

QuickSight



Google Cloud

BigQuery

Dataflow

Data Fusion

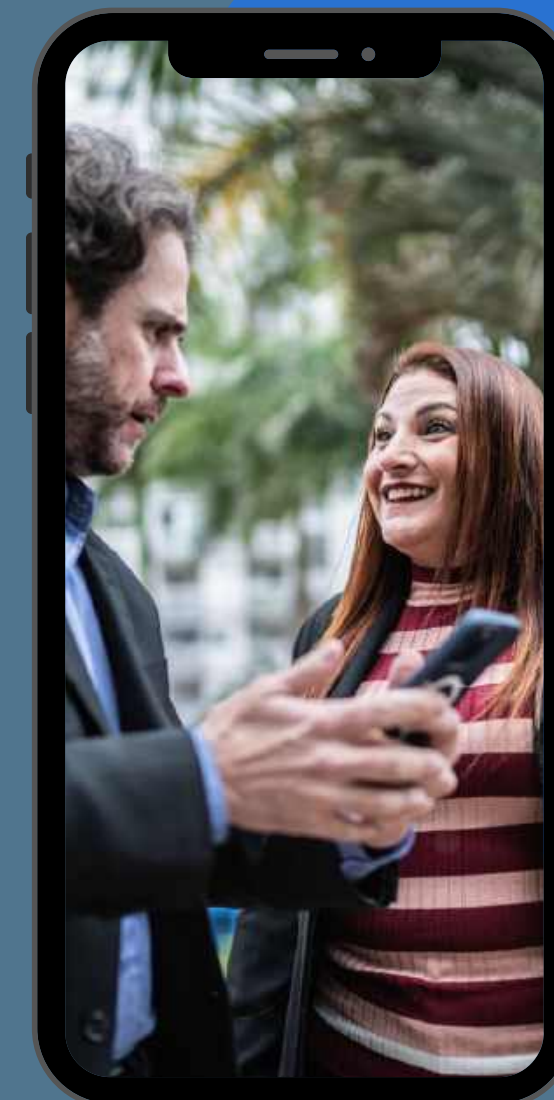


Azure

Synapse

Data Factory

Databricks



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# Data Strategy & Roadmap

## Data Assessment & Governance

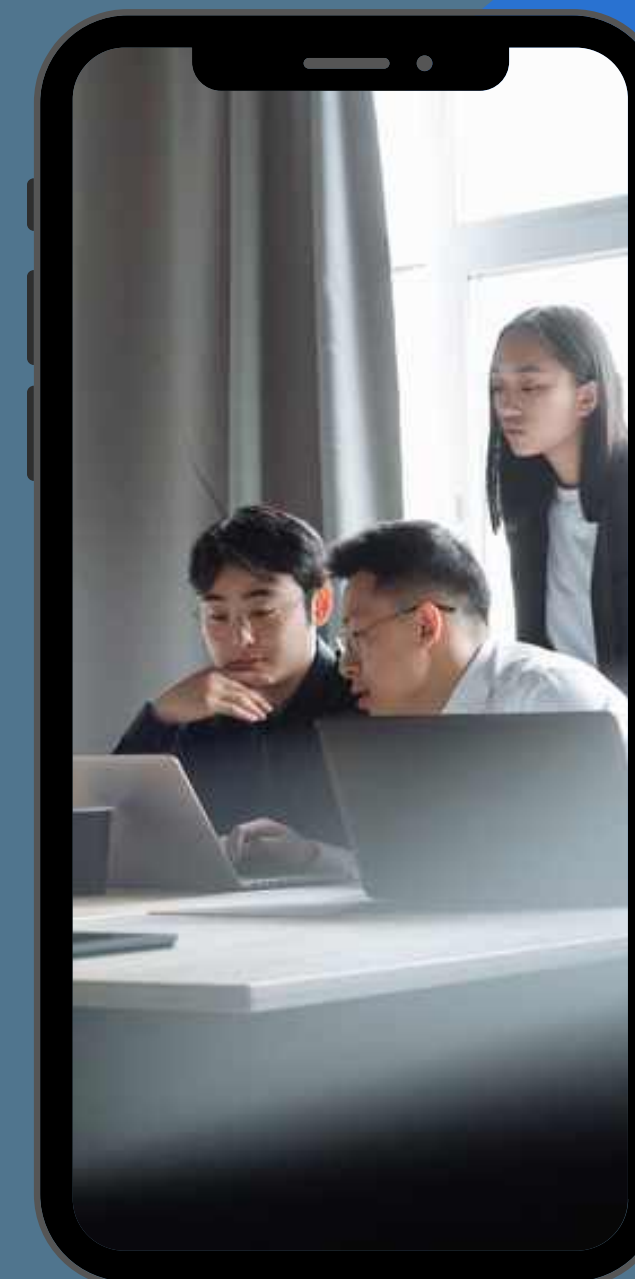
Balihans assesses your organization's current data landscape to identify data gaps and evaluate data quality. By analyzing your existing data sources, we can identify opportunities to improve data accuracy, completeness, and consistency. We also help you establish a robust data governance framework to ensure data quality, security, and compliance. By developing data governance policies and procedures, we govern data access, usage, and sharing.

## Data Architecture Design

We create data models, design data flows, and select appropriate data technologies to ensure efficient data storage, retrieval, and analysis. Additionally, we develop data pipelines to integrate data from various sources, including databases, applications, and cloud platforms. We use ETL (Extract, Transform, Load) processes to clean, transform, and load data into data warehouses and data marts.

## Data Catalog and Metadata Management

Balihans creates a centralized repository of data assets and metadata to improve data discoverability and understanding. By developing a data catalog that provides information about data sources, data quality, and data usage, we empower organizations to make informed decisions and drive innovation.



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# Data Management

## Cloud Data Modernization

By leveraging cloud technologies, migrate, optimize, and secure your data environments. Our cloud modernization services include cloud migration, cloud optimization, data engineering, and data analytics, enabling you to unlock the full potential of your data and drive business innovation.

## Data Warehouse & Data Pipeline Solutions

Balihans provides comprehensive data warehouse and data pipeline services to help organizations store, manage, and analyze large volumes of data. We design and implement robust data warehouses and data lakes, enabling organizations to consolidate data from various sources and gain valuable insights. Our data pipeline solutions ensure efficient data ingestion, transformation, and loading, enabling timely and accurate data analysis.

## Performance & Optimization

We identify and eliminate performance bottlenecks, optimize query performance, and implement caching and indexing strategies to improve response times. By optimizing your data infrastructure, we help you maximize the value of your data and accelerate decision-making.



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# Advanced Analytics

## Data Modeling and Visual Analytics

We design and implement effective data models to represent real-world entities and relationships. Additionally, we create interactive dashboards and visualizations to communicate data insights effectively. By leveraging data modeling and visual analytics, organizations can make informed decisions, identify trends, and uncover new opportunities.

## AI-Powered Analytics

Balihans offers AI-powered analytics services to help organizations unlock the full potential of their data. By leveraging advanced machine learning and artificial intelligence techniques, we can uncover hidden patterns, make accurate predictions, and automate decision-making processes. Our AI-powered analytics solutions enable organizations to stay ahead of the curve and drive innovation.

## User Experience and Embedded Analytics

Partner with us for a comprehensive user experience and embedded analytics services to enhance the user experience and drive data-driven decision-making. We design intuitive user interfaces and dashboards that enable users to easily access and understand data insights. By embedding analytics into applications, we provide real-time insights and empower users to make informed decisions.



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# Data Platforms & Technologies

## Turnkey Management

Balihans provides comprehensive deployment and turnkey management services to ensure the successful implementation and ongoing management of your data and analytics solutions. We handle the entire deployment process, from infrastructure setup and configuration to data migration and application deployment. Our ongoing management services include monitoring, maintenance, and support to ensure optimal performance and security.

## Data Security Management

Balihans prioritizes data security and privacy. We implement robust security measures to protect your sensitive data, including data encryption, access controls, and regular security audits. By ensuring data security, we help you maintain compliance with industry regulations and protect your organization's reputation.

## Cloud Migration

We assess your existing infrastructure, develop a migration strategy, and migrate your data and applications to the cloud. By leveraging cloud technologies, you can improve scalability, performance, and cost-efficiency.



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# Why Bali hans

## Expertise and Innovation

We are a team of highly skilled professionals with expertise in a wide range of technologies and industry best practices. We are at the forefront of innovation, constantly exploring and implementing the latest technologies to deliver cutting-edge solutions.

## Global Presence

Balihans' global delivery presence empowers us to leverage a diverse talent pool and deliver exceptional service worldwide. This translates to 24/7 support, cost-effective solutions, and seamless cross-time zone collaboration, enabling us to effectively serve clients with global operations and address their unique needs.

## End-to-End Partner for IT/Business Solutions

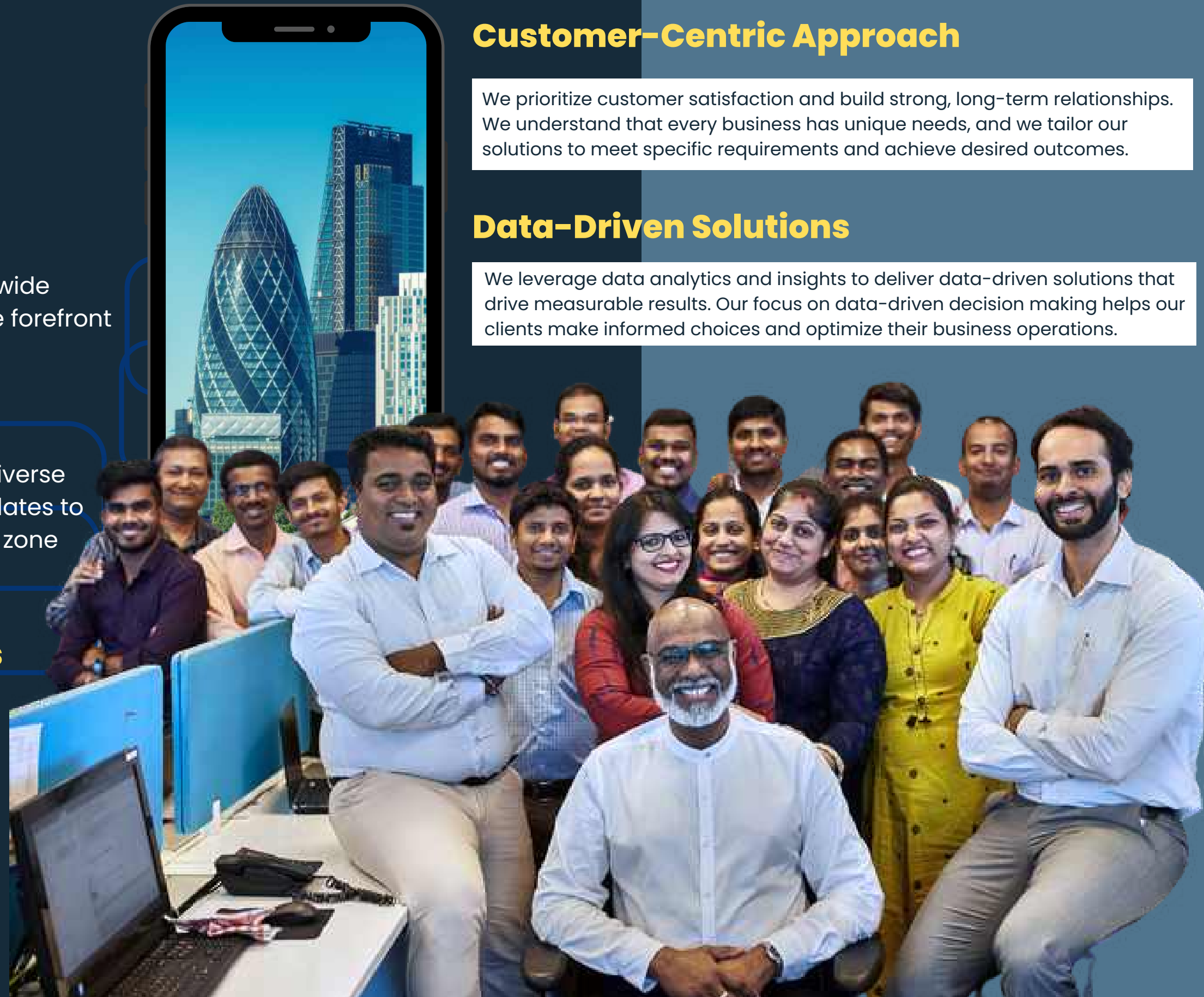
Balihans' end-to-end services capability provides a distinct advantage. Instead of managing multiple vendors, clients rely on us for a seamless and coordinated approach to all their IT and business needs, eliminating the complexities of managing multiple contracts and integrating disparate systems.

## Customer-Centric Approach

We prioritize customer satisfaction and build strong, long-term relationships. We understand that every business has unique needs, and we tailor our solutions to meet specific requirements and achieve desired outcomes.

## Data-Driven Solutions

We leverage data analytics and insights to deliver data-driven solutions that drive measurable results. Our focus on data-driven decision making helps our clients make informed choices and optimize their business operations.



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# Case Study

**High volume of fraudulent refund claims due to train delays, resulting in significant financial losses**

## The Client

A train operating company (TOC) in the UK, has operations between London to Edinburgh

## Challenge

The Train Operating Company faced an escalating challenge with compensation fraud. While committed to honouring legitimate refunds for delayed services, they estimated a substantial percentage of claims were opportunistic, resulting in millions of pounds in financial leakage. The sheer volume of daily claims—driven by high-frequency travel and the Delay Repay 15/30 policy—overwhelmed manual review processes. The company needed to instantly detect complex fraud patterns, such as:

- Serial Claiming: Identifying passengers making numerous claims far exceeding their normal travel behaviour.
- Ticket Manipulation: Detecting claims based on photoshopped, cancelled, or invalid ticket references.



## Solution

Data integration from disparate sources—Ticket Sales (via APIs/batch), Real-time Operational Data (via Kafka), and Claims Data—was orchestrated using powerful ETL/ELT tools (Using custom Python/Spark pipelines). This unified data structure created the 360-degree view of every transaction and customer history.

The final, crucial layer was the delivery of a dedicated Fraud Monitoring BI Dashboard using an enterprise visualization tool (Microsoft Power BI). This dashboard consumed the high-speed data directly from the Cloud Data Warehouse, instantly presenting investigators with claims prioritized by the ML Risk Score and providing visual drill-downs into the evidence and fraud patterns.

## Results

- Fraud Detection Rate increased by over 80%. It stopped fraudulent payouts before funds were released.
- Claim Processing Time reduced by 46%. Faster, more accurate payouts for legitimate customers.
- Annualized Savings: Multi-million-pound saved in direct protection of public and company funds.



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# Case Study

## Accelerating Member Experience with a Unified Lakehouse Platform

### The Client

US-based national healthcare, homecare service provider for elderly patients

### Challenge

The healthcare provider managed member services across several disconnected channels

1. Incomplete Member View: Call logs (ACD/IVR data), agent notes (CRM text), and digital feedback were stored separately. Analysts could not combine this data to achieve a comprehensive view of the member's journey.
2. Slow Root Cause Analysis (RCA): The First Call Resolution (FCR) rate was stuck at 62%. Teams struggled to link high-volume call topics ("prior authorization" and "billing inconsistency") to underlying, systemic operational or policy failures.
3. HIPAA and Governance Risk: Moving sensitive Protected Health Information (PHI) manually between various systems for analysis created increased governance complexity



### Results

- Average First Call Resolution (FCR) saw 23% Increase
- 31% Reduction in Average Handle Time (AHT)
- 85% Faster Time to Root Cause Analysis

### Strategic Impact

- Proactive System Fixes: Rapid root cause analysis identified a major configuration error in the member benefits calculator, which was fixed within weeks, eliminating a top call driver.
- Targeted Training: Linking sentiment data to specific interaction types allowed the provider to tailor agent training, focusing on empathy and policy clarity for high-stress calls, directly contributing to the rise in CES and NPS.

### Solution

- Ingestion Pipeline: Azure Data Factory was used to ingest high-volume, real-time data streams and batch loads from over 15 sources (including Call Managers, CRM platforms, and feedback systems).
- Databricks Delta Lake Foundation: All data landed in a governed Azure Data Lake Storage (ADLS) and was organized into a multi-layered Delta Lake structure:
  - Bronze Layer (Raw): Stores raw, immutable data.
  - Silver Layer (Cleaned & Conformed): Data was cleaned, de-duplicated, and standardized. Critical member attributes were joined with interaction data to create the "Member Interaction 360" unified record.
  - Gold Layer (Aggregated Metrics): Stores curated, business-ready tables for reporting, such as daily FCR trends, sentiment scores by agent team, and detailed root cause volumes.



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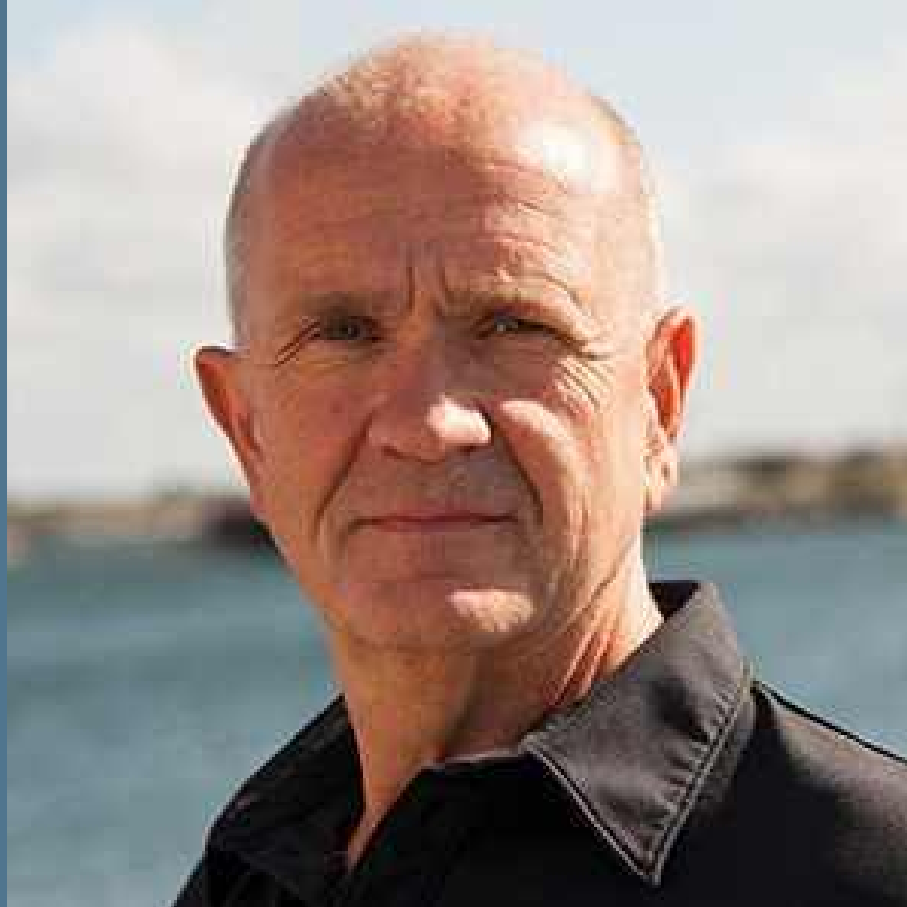
**Ruth Weatherall**  
**Co-founder, UP3 Services** ”

Balihans designed complex solutions for us such network printing integration that seemed impossible until it was done



**Lars Oxelstedt**  
**COO, Procori SMC**

We were looking to get offshore development services. The team (Balihans) fit nicely with our work culture and delivery model



# Hear from our Customers

## Customers love us because

### Focus on Results

We are committed to delivering measurable results that exceed client expectations. We work closely with our clients to understand their business goals and develop customized solutions that drive growth, improve efficiency, and enhance profitability.

### Reliability & Timeliness

We have a proven track record of meeting deadlines while maintaining the highest quality standards. Customers rely on Balihans to deliver their IT solutions promptly, ensuring minimal disruption to their business operations and maximizing productivity.

### Scalability & Future-Proofing

Balihans understands the evolving nature of businesses and the need for scalable IT delivery solutions. We deliver customers' deliverables with scalability in mind, allowing them to expand operations without major disruptions or costly redevelopments

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# THANK YOU

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<https://balihans.com/>

## Implement Faster, Implement Better

Proven methods resulting in expected outcome with BaliHans's Implementation solutions

**Requirements**

Run workshops & gather requirements

**Align Teams**

Select right team as per product lines

**Design & Dev**

Design optimum solution on platform

**Test & Deliver**

Test end to end, perform Go-live