

# Global Retailer Leverages Real-Time Omni-Channel Customer Insights with TMDC DataOS

## Industry

Retail

## Headquarters

San Francisco, CA

## Objective

Create a self serve data platform to realize insights from data

## Our Solution

Deployed DataOS in six weeks along with Data Catalog, Data Lineage, and integrated DataOS into Domino Datalabs

## DataOS Key Benefits

- \$200M in revenue impact by reducing customer churn driven by store closures
- 3.5% reduction in online customer churn driven by real-time data delivered by TMDC
- 400% reduction in cost of operationalizing ML data models

## The Customer

Our customer is an American worldwide clothing and accessories retailer headquartered in San Francisco, California. They are on a mission to democratize fashion and make shopping fun again. They intend to leverage data to create emotional connections with customers through inspiring product designs and unique store experiences.

## The Challenge

Our customer's IT teams were stretched too thin with multiple enterprise wide initiatives and their marketing teams had difficulty connecting to data in real-time. Furthermore, their data science teams could only productionalize three models over two years due to a lack of visibility and availability of high quality data.

With no real-time data processing infrastructure and no ability to experiment, teams were left to work off of week old data to power personalization and marketing campaigns. This resulted in inaccurate business insights that could not properly address issues like increasing cart abandonment rates and decreasing customer lifetime value.

## Key Results



*1B+ events processed  
per day during peak  
season*



*Unlimited data access  
for data teams without  
engineering effort*



*Hours to deploy ML  
models from weeks*

## The Benefits

Our customer's data was catalogued for easy discovery, making data readily available to their marketing teams. Where it used to take 4-6 months before DataOS, the marketing teams were able to run our PoCs in a matter of days. And because we delivered a read-only data store for the marketing teams to use on their own computers, they were able to do all this without needing IT support. DataOS kept the platform and the views in sync on a real-time basis.

## Faster Insights From Data via DataOS

With the deployment of DataOS, our customer's data science teams now have a data catalog with lineage tracking and data profiling functionalities to discover and understand data seamlessly. We integrated DataOS into Domino Datalabs, providing versioned data in a performant fashion. Additionally, we also delivered three different query engines on top to ensure data science team members can use the tools of their choice instead of having to adopt a new tool.

## How the Customer Used DataOS

Using DataOS, we helped our customer's marketing teams create a true omni-channel view of their customer that is updated in real-time by leveraging DataOS's streaming pipelines to ingest multiple sources of customer data simultaneously. It helped them build a low latency C360 data store to drive 50ms latencies to retrieve user information and power a third-party recommendation engine. Based on user profiles, our customer can now suggest personalized products to the right user.

## About DataOS<sup>®</sup>

DataOS enables enterprises to ingest, process, transform, govern, and orchestrate data from disparate data sources to deliver a trusted and real-time view of customer and business data. DataOS humanizes data and its access, breaks data silos and transforms companies as they take steps towards data democracy and gaining business insights in real-time.

## About The Modern Data Company

Founded in 2018, The Modern Data Company (TMDC) began with the realization that enterprise-wide data access has been siloed. Data engineers and database administrators have been the longstanding data gatekeepers who funneled data to analysts and data scientists. We aim to change that by freeing enterprises to make better data driven decisions by democratizing access to data. When all employees, irrespective of their technical skills or background, can easily explore and analyze enterprise data, then both productivity and market expansion are realized at a faster pace.