

# Panel Discussion

# Business Intelligence

How to Craft a Customer-Centric Business Intelligence Strategy



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**What comes to your mind when you see Business Intelligence (BI)? in 3 words**

① Start presenting to display the poll results on this slide.



## Business Intelligence

How to Craft a Customer-Centric Business Intelligence Strategy

### QUESTION 1

How is your data-driven decision-making process in the organisation? (What are the factors?)



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### QUESTION 2

How do you understand that you are building the right BI platform? (Define values, e.g. finance, customer experience, environment)



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### QUESTION 3

What are the current challenges / future trends we are facing in BI?





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## Key Takeaways



## Business Intelligence

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Question &  
Answer



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