



TM

expedia group<sup>TM</sup>

# How to get mind-blowing ROI from your Data Science team

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The problem



The infrastructure



The people



The problem

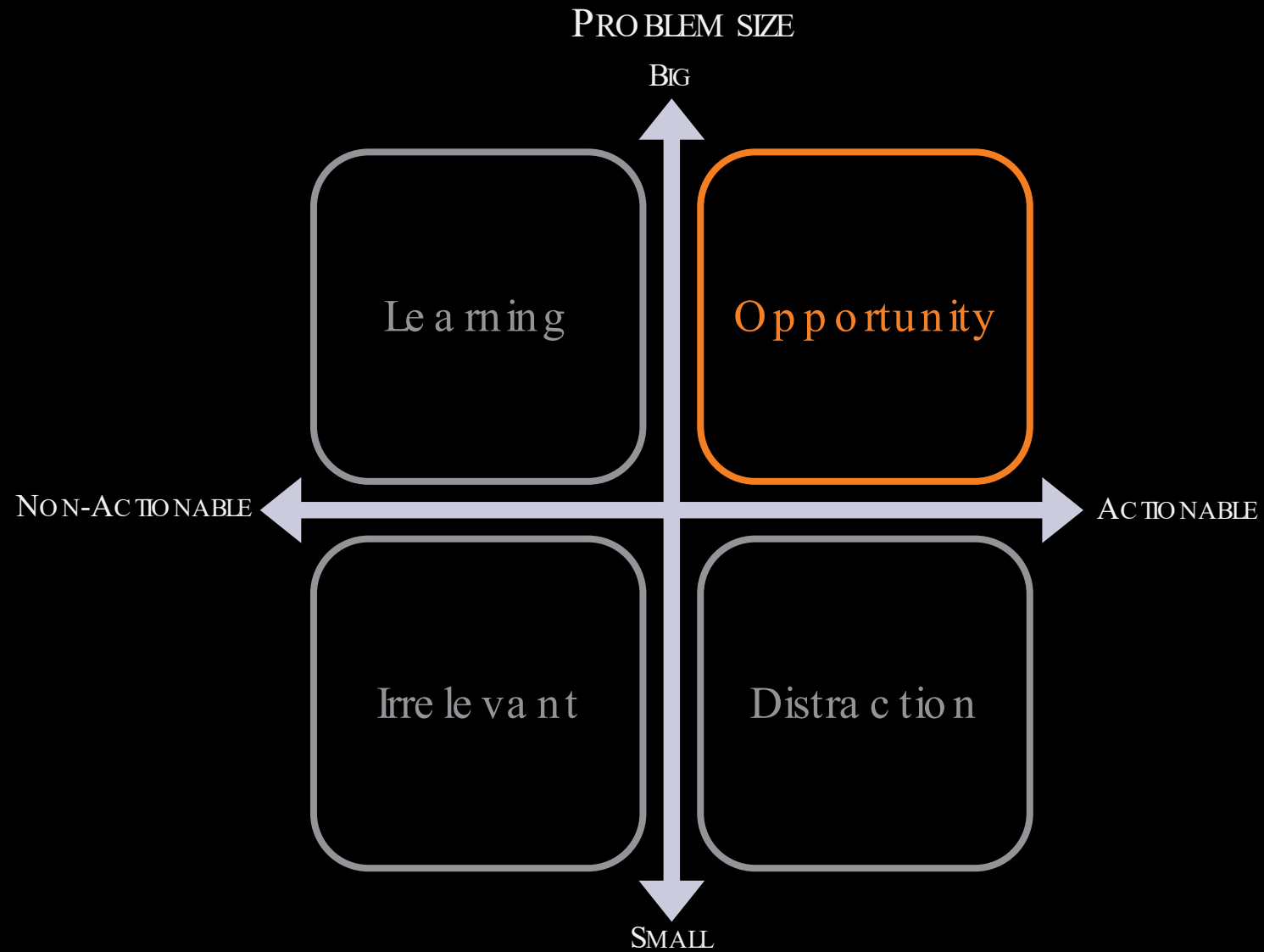


The infrastructure



The people

THE PROBLEM: what are you working on?

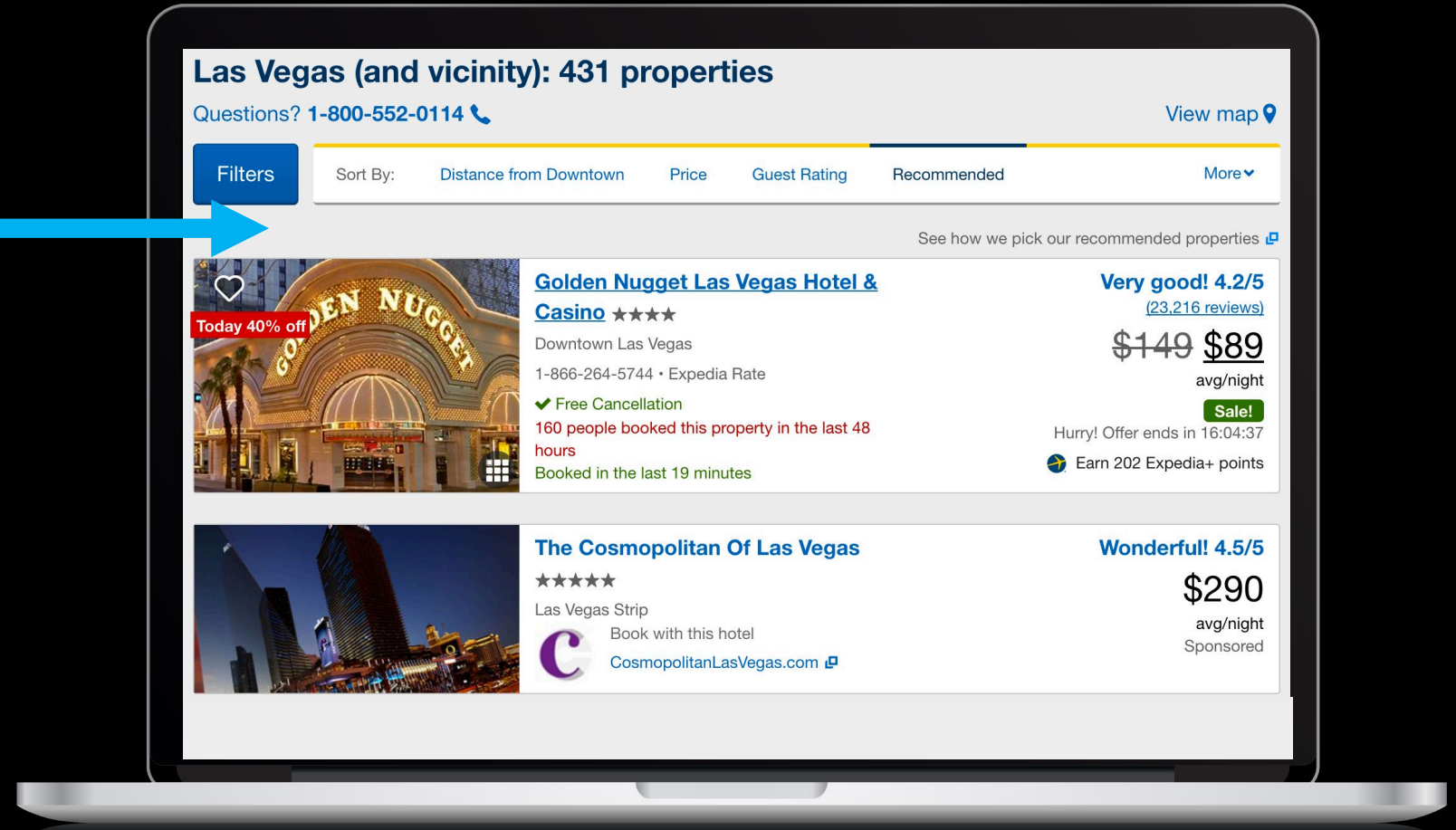




THE PROBLEM: what are you working on?

# Sorting hotels

Most of our customers won't scroll beyond 1<sup>st</sup> page.

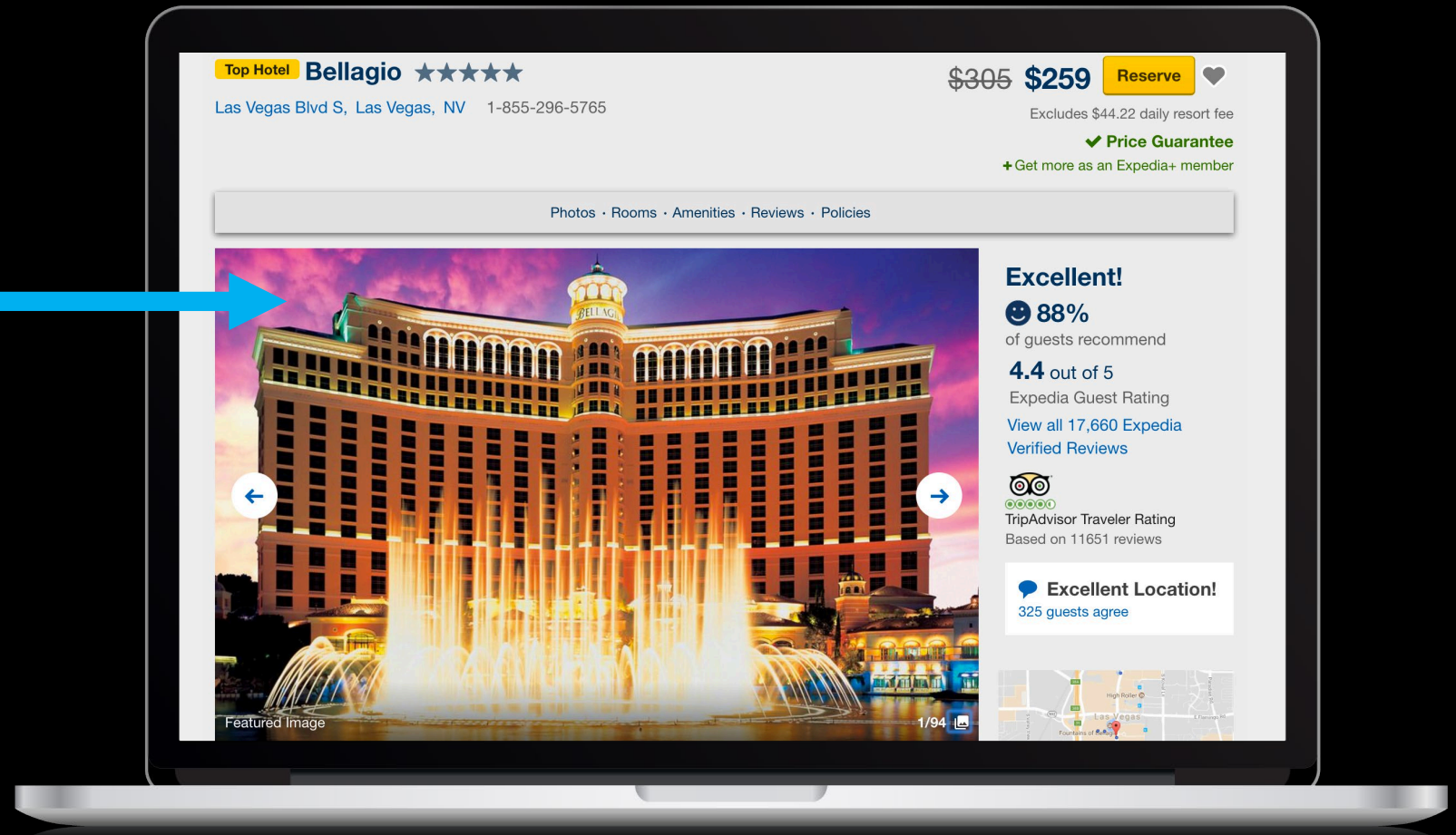




THE PROBLEM: what are you working on?

# Finding the best hero image

Featured image



THE PROBLEM: what are you working on?

# Uncovering opportunities

Some ideas

- Understand the P&L

- Map the value chain

- Tap into the collective intelligence





The problem



The infrastructure



The people



INFRASTRUCTURE: do you have what you need?

# The data



Acquisition Strategy



Quality & Governance



Access Tools



INFRASTRUCTURE: do you have what you need?

# The operating model





The problem



The infrastructure



The people

THE PEOPLE: who is involved?



# The people elements



Talent



Top-down support



Engagement



Ownership



Key take aways

# Cheat Sheet

## The people

- How is top management supporting the efforts?
- Do we need a culture change? If so, who will drive it?
- Do we have the right team in place?

## The infrastructure

- How good is the data infrastructure?
- Do we have an end-to-end operating model?
- Where are the bottlenecks?

## The problem

- Do we have a alignment on a prioritization framework?
- Who has the final word on priorities?
- How will we measure results?

Thank you!