

CASE STUDY

Data Network Unifies Global Consultancy Practice
*Meta Data Management solution offers visibility into
disparate operation centers*



Abstract

A global professional services firm sought a robust Meta Data Management (MDM) system to manage enterprise data. The company's decentralized data framework provided client, people, and corporate information to stakeholders. However, it diluted the quality of data, which affected the ability to take business decisions. In addition, each region functioned as a stand-alone entity without unified information management

The company selected Infosys to develop and implement the solution for our expertise in Informatica Meta Data Management as compared to our competitors. The Infosys team defined an integrated architectural landscape and designed an Meta Data Management solution for decision-making as well as back office functions, including taxation, treasury, and internal audit, supported by reliable data.

Infosys®

Fluid data

Our team analyzed the business landscape and proposed a phased Meta Data Management approach: establish core data and data profiles, validate data and de-duplicate data, generate and publish master data, and implement data governance models. The Infosys Meta Data Management strategy facilitated information-sharing across domains, territories, and network applications. Our solution aggregated and stored data

from internal sources and external data providers via batch loads. It helped build the master 'golden' entity record for client-facing teams and risk managers.

The Infosys master data management solution enabled real-time batch subscription and contribution. We provided a mechanism for unique identification of entities. It improved the quality and accuracy of data at the network

level. We undertook root cause analysis to improve data flow and avoid bottlenecks. We implemented search and real-time notification features and aligned the Meta Data Management solution with centralized information systems. We enabled batch consumption of master data and multilingual operations support for the benefit of downstream consumers across the globe.



Seamless interoperability

Our solution has been rolled out in 20 territories. Streamlined information management enables reliable financial reporting. Cross Territory visibility into data and integration of the single source of entity data as per the data security policy of territories with the local business process ensure prompt and informed decisions across global network

Automated adjudication of data discrepancies ensures smooth data updates, while distributed ownership of data reduces time and effort for routine tasks such as client onboarding. An intuitive user interface reduced service inquiries and improved productivity by 5%. Our application will be integrated with Engagement Life cycle Management (ELM) systems to enhance client relationship management.

For more information, contact askus@infosys.com



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