FINDING GOLD WHILE MINING FOR INSIGHTS WITH AN AWARD WINNING SOLUTION

Abstract

Making sense out of a mountain of data can sure be tough. But when Infosys BPM helped a global metals and mining giant improve business metrics with a well thought through big data analytics platform, they hit paydirt!

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Infosys BPM's client is a multinational metals and mining giant with revenues of over $40 Bn and global operations in more than 100 plant locations across 6 geographies. The Infosys BPM-Client partnership is a 10-year successful association, with over 400 team members spanning Source-to-Contract (S2C), Procure-to-Pay (P2P), and Master data management (MDM).

When complexities make performance suffer

With a vast and complex business, come siloes and fragmented operations that adversely impact business performance. In addition, the client's organization lacked digital and analytical maturity. They were dealing with a complex set of multiple reports with varied reporting frequencies resulting in lack of visibility on business metrics at an organizational level. These information heavy reports hindered quick analysis and movement on metrics like Payment-on-Time and Overdue Orders, impacting vendor relationships and production.

Clearly, the need was to:

- Have a 'single source of truth' for all geographies, business units, and plants

- Have a near real-time visibility to facilitate on time actions

- Facilitate self-serve analysis, thus removing non-value add activities for FTEs

- Support persona-specific needs to drive relevant decisions with actionable insights
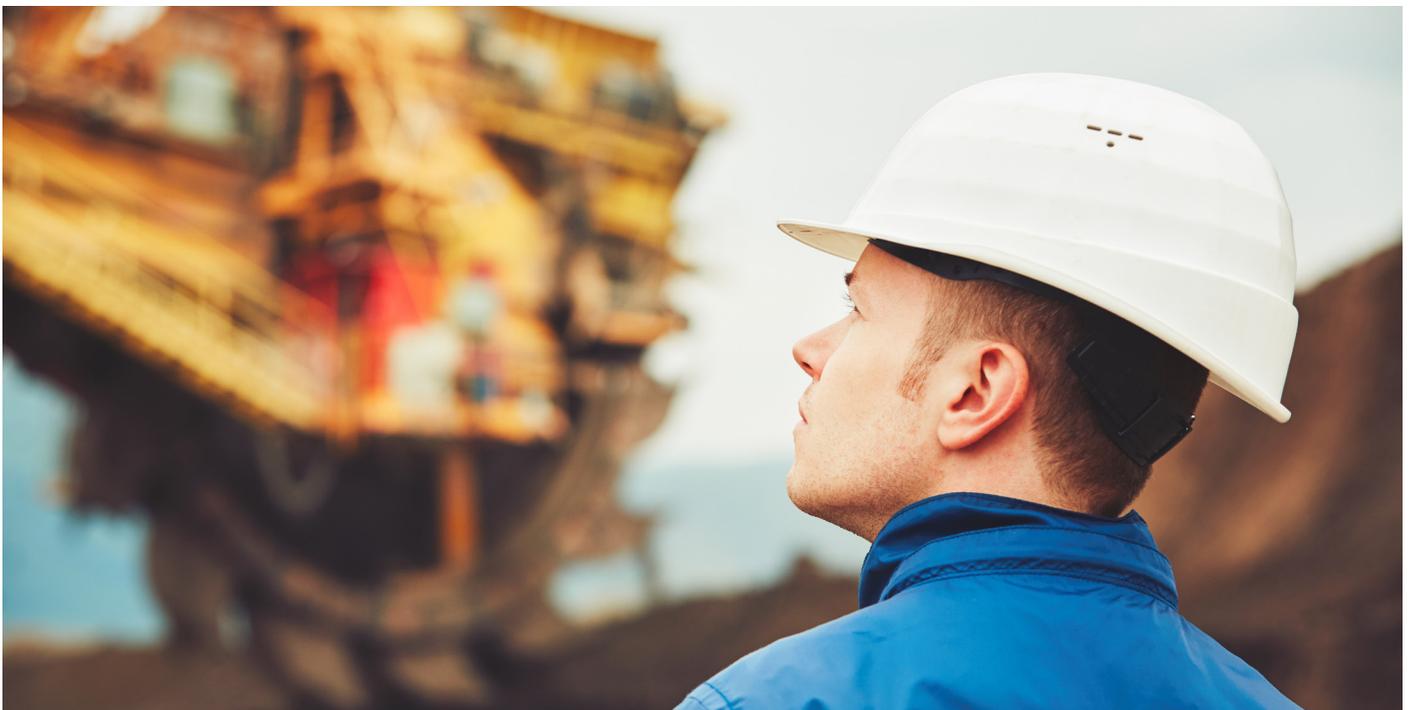
Uncovering the treasure trove of data

To meet the client's objectives and drive analytical maturity in such a large global and complex organization, Infosys BPM needed to bring in updated technology, advanced analytics, and domain knowledge to deliver large, scalable, and contextualized analytics solutions.

The Infosys BPM team used a design thinking approach for business requirement gathering and validation to identify underlying requirements and persona-based point of views,

ensuring visibility and analysis of all data dimensions. It also decided on an agile approach to ensure adherence to schedule and requirement fulfillment of various stakeholders.

The team first created a single data source by integrating data from multiple sources and built visualization data models with Tableau and PowerBI. These models and insights were validated in collaboration with the business teams and then released to the intended users. Fuzzy logic was

used to identify 'garbage values' (incorrect attributes) on the data received from the source system, allowed for highly accurate automated refreshes. The platform is also capable of automated persona-based insights delivery.

The solution utilized client infrastructure and investments in cloud data warehouse technology, and developed solution architecture with the required components.

Finding gold with technology

The solution helped create better synergies inside the client organization positively impacting operational efficiency. The dashboards became a one-stop shop for all business metric management needs. The ability to drill-down and perform detailed analysis with a few clicks and near real-time visibility helped improve the 'Payment-on-Time' metric by 50% and reduced 'Overdue Orders' by 30%, in addition to providing a better user experience. Various manual disparate reports were consolidated to one near-live report repository. The digital solution was integrated within the engagement as a 'Digital Command Centre' and is actively being used as a metrics improvement tool.

Infosys BPM was awarded the NASSCOM Customer Service Excellence Award 2019 in the Process Efficiency category for delivering this robust solution. The success of the solution was also evident from its popularity amongst the users, and it was widely shared and replicated internally. The award win proves that the right approach with the right partnership can uncover goldmines of opportunities everywhere.

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