

FROM DARKNESS TO LIGHT: A TALE OF ENHANCED STANDARDS

Centralization, improved service quality,
and accurate data availability for transactions,
reporting, and analytics.

The client is a leading company
in the CPG sector.

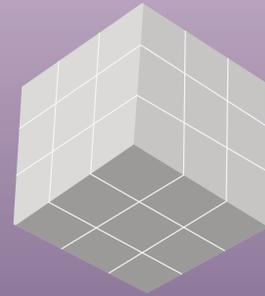


CHALLENGES

The client, with scattered master data systems and multiple points of entry, faced the following challenges:



- High operational costs
- Limited opportunities to scale systems/ processes
- Lack of clear roles and accountability for master data
- Limited transparency, measurement on data service quality
- Discrepancies in reporting / transaction accuracy



SOLUTIONS

Infosys BPM's team of specialists rolled out comprehensive solutions that:

- ▶ Shifted operations from multiple service providers and from client's central support organization to a centralized delivery hub
- ▶ Aligned delivery centers to cater to geo-specific language and time zone requirements
- ▶ Established logical competency groups classified by data domains
- ▶ Selected domain consultants to drive master data management (MDM) maturity assessment, finalize recommendations, and manage change and transition
- ▶ Deployed Infosys' workflow solution for managing requests
- ▶ Automated service quality reporting and performance dashboards



BENEFITS

Infosys BPM's solution helped the client:



- ▶ Achieve centralization, system simplification (e.g.. standardized workflow) and accurate reporting
- ▶ Establish improved service quality standards and make accurate data available for transactions, reporting, and analytics
- ▶ Leverage scalable data services to cater to business requirements for next 5-6 years, including restructuring and M&A



35%
Productivity benefits



99.2%
Achieved average TAT compliance



99.4%
Achieved Average accuracy

For more information, contact infosysbpm@infosys.com

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