

# GETTING A HIGH BY COMPRESSING TIME

Centralizing master data processes and reducing lead time by 2 weeks to 4 hours in the MD hub.

The client is a world leader in compressors and construction techniques.



## CHALLENGES

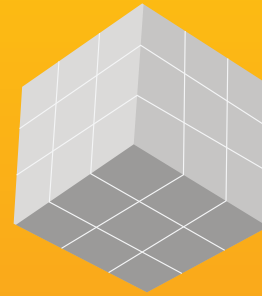
The client moved from multiple ERPs to a single system and faced challenges of data duplication, large data volume, complexity, lack of governance and data standards, leading to:



Lack of efficiency in process flow

Time-consuming process with lead time of 2 weeks, involving manual work and challenges with process automation

Limited business insights to master data (MD)



## SOLUTIONS

The Infosys BPM team offered a three-pronged approach:

### ► Optimization strategies:

- Standardized business rules set-up for data across all regions and domains
- Established process governance systems and industrialized solutions for data cleansing and migration to an ERP system
- Implemented Scrum methodology and ITIL approach

### ► Elimination strategies:

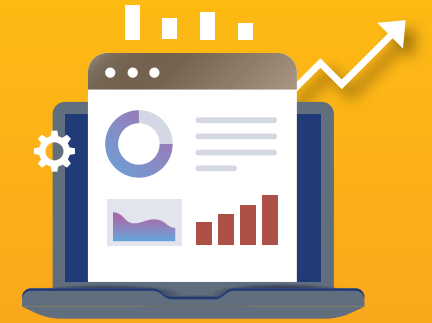
- Replaced 33 source systems with a single ERP
- Eliminated duplicates with data cleansing
- Replaced Excel reporting by QlikView reports with built-in business rules

### ► Automation introduced:

- Automated MD process and implemented Smart web forms for business users
- Elastic search and iDSS tool used to cleanse data
- Implemented 'one request' tool - MD workflow system for request and approval management
- Leveraged RPA for task processing and data provisioning

## BENEFITS

Infosys BPM's optimization and elimination strategies, and automation solutions helped the client to:



- Cleanse, migrate, and centralize data in 41 countries and 145 customer centers
- Establish ongoing data governance
- Automate 30% tasks



**20%**  
Improved productivity



**>98.9%**  
Improved data quality






**4 hours**  
Reduced lead time from 2 weeks

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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