

GETTING THE HOUSE IN ORDER, GLOBALLY

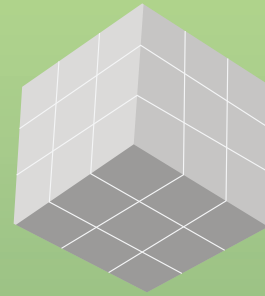
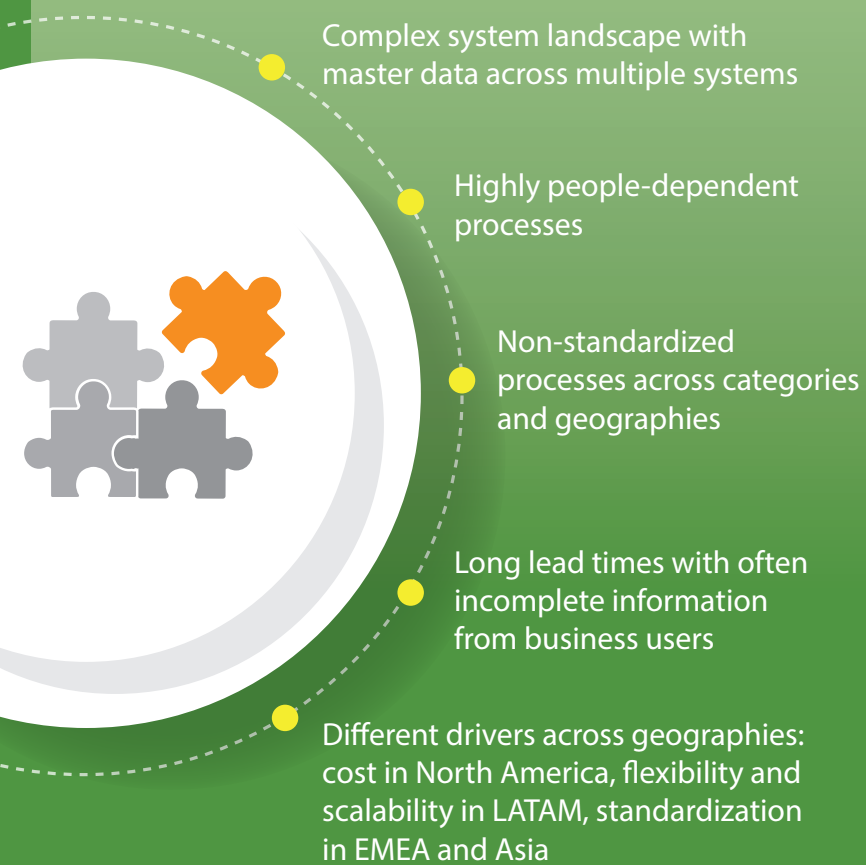
Establishing digitally enabled global data management operation hub.

The client is a leading global consumer product company.



CHALLENGES

The client was looking for a cost competitive global and scalable model to manage master data because of the below challenges:



SOLUTIONS

The Infosys BPM team of specialists:

- ▶ Instituted a partnership road map
- ▶ Expanded focus on data quality and the 1-touch master data concept
- ▶ Centralized service scope and portfolio
- ▶ Standardized and harmonized processes
- ▶ Increased productivity by progressive automation
- ▶ Introduced next-gen technology
- ▶ Effected a cultural transformation and implemented a user education program



BENEFITS

Infosys BPM helped the client:



- ▶ Increase instances of 'right first time' from 65% to 93%
- ▶ Resolve critical data defects within an hour of identification
- ▶ Institute chat bot, ML, and RPA solutions



\$15.5 Mn
Initiatives Saved



6x
Reduction in time-to-market



90%
Automation level

For more information, contact infosysbpm@infosys.com

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