

DELIVERING ENTERPRISE FUNCTION EFFECTIVENESS THROUGH BEST-IN-CLASS MDM APPROACH

Industry challenges

Business process transformation is a complex undertaking for organisations. This is hampered by several factors such as fragmented data management process, data proliferation, lack of robust data governance, slow adoption of industry standards, data quality issues, and M&A triggering the need for consolidation across masters.

Metric	Calculation	Score	Impact
Percentage of suppliers that provide 80% of annual spend (direct)	# of top suppliers having 80% of spend/total # suppliers (direct)	6.8% 3.1%	<ul style="list-style-type: none"> • Sourcing saving • Transaction cost reduction • Better compliance
Percentage of suppliers that provide 80% of annual spend (indirect)	# of top suppliers having 80% of spend/total # suppliers (indirect)	7.5% 4%	
Suppliers per \$ billion of spend (direct)	1Bn (\$)/direct spend (\$) * # of suppliers (direct)	2.5-3K 400-450	
Suppliers per \$ billion of spend (indirect)	1Bn (\$)/direct spend (\$) * # of suppliers (indirect)	7-8K 2.5-3K	

Source: Ardent Partners, Hackett, Coupa1, and Infosys CoE

Legends: Best in class Industry average

To deliver business process transformation, organisations need master data visibility. However, they face several data quality/master data management (MDM) challenges such as:

Data quality

- Lack of consistent, accurate, and timely view of data, which impairs local and global decision-making
- Limited system integration creates silos of data
- High level of manual activity creating opportunities for errors

Business processes

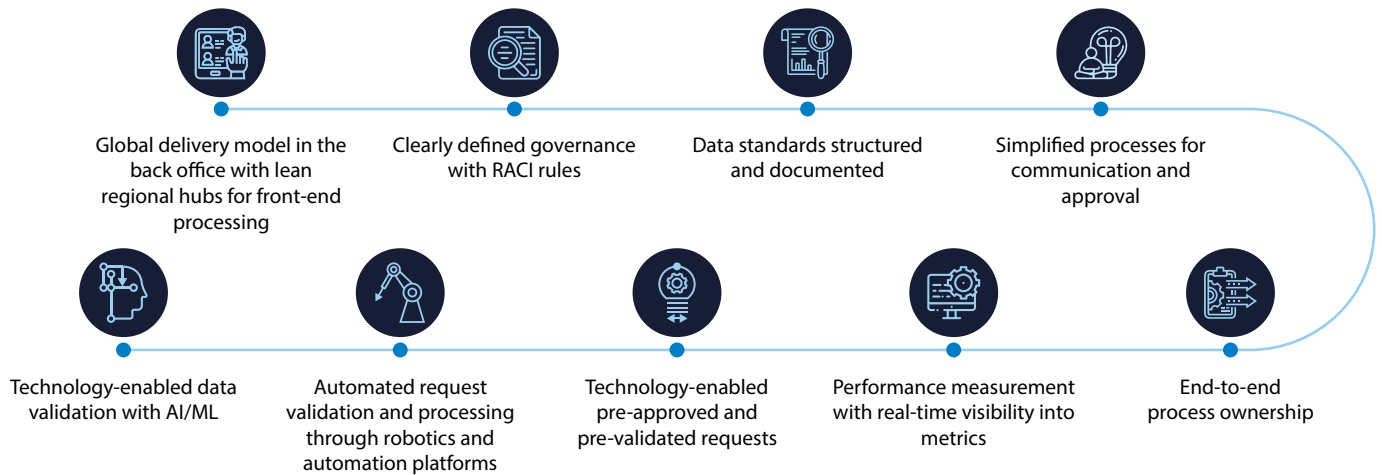
- Manual transactions, logistics, and disparate business processes, which reduce transparency and increase operational complexity
- The nature of business leading to data inconsistencies

Organisational challenges

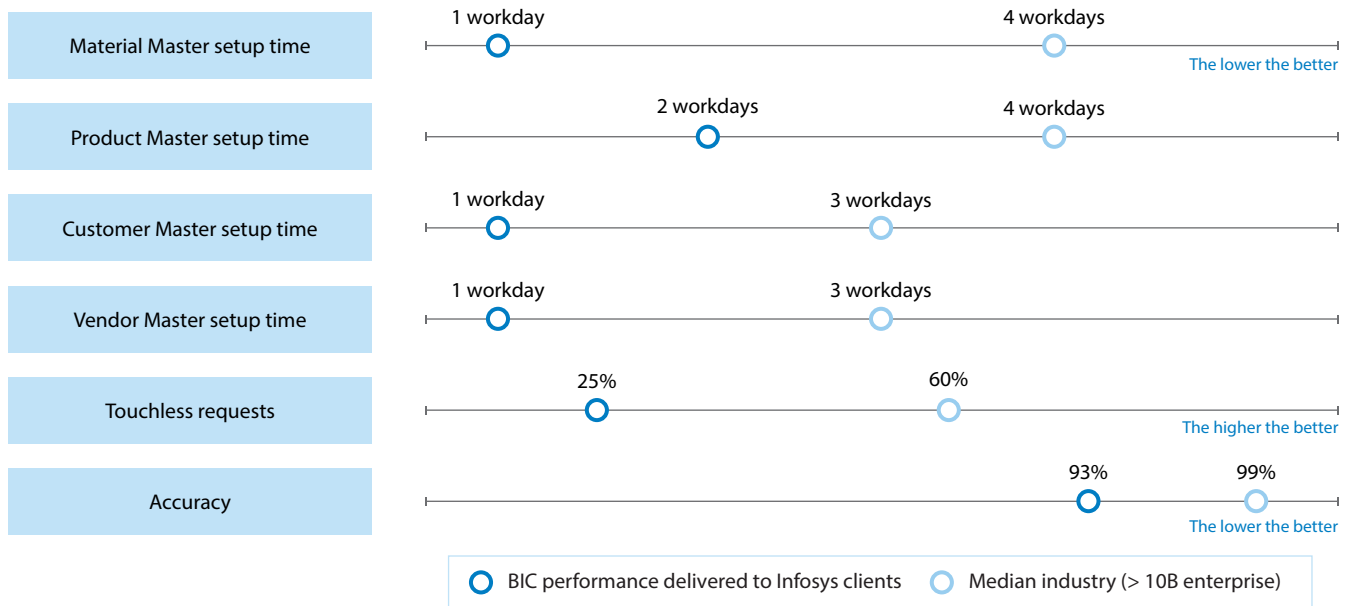
- Lack of consolidated global information and integration of data processes
- Need for local market agility, flexibility, and accountability
- Absence of formal enterprise-level data governance processes and stewardship roles
- Minimised impact to the decentralised business organisation

Solution overview

The Infosys BPM MDM Operational Standards Benchmarks consist of:



MDM Operational Standard Benchmarks



For more information, contact infosysbpm@infosys.com



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