BPAAS
Solutions

MASTER DATA MANAGEMENT SOLUTION

Presented By

BPAAS SOLUTIONS PRIVATE LIMITED

Powered By

NEWGEN IBPS INTELLIGENT

PROCESS AUTOMATION PLATFORM

🌐 www.bpaassolutions.com

✉️ sales@bpaassolutions.com

📞 +91-7503264677

What is Master Data Management

MDM is the process of consolidating and maintaining a single, high-quality record for customers, products, suppliers etc. within a business by integrating data from various sources. This unified master data provides a reliable and consistent foundation for accurate reporting, error reduction, elimination of redundancy and informed decision-making across the organization

Common Business Challenges Due to Non-Availability of Standardized MDM Solution?

Incorrect and outdated data points in Master in ERP's

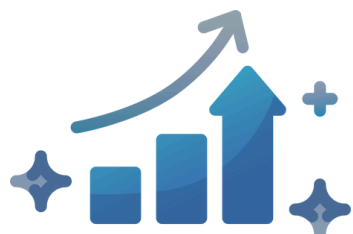Non Standardized Process for Creation/Updation of Masters

Manual Updation process with no proper data validation, approvals and proper tracking.

Inconsistent and duplicate data leading to inconsistencies and Scalabilities issues.

Benefits of master data management

By providing single source of truth for critical business information, the MDM Solution eliminates data issues which leads to data redundancies & errors, delivering high quality data that can be utilized across the organization, leading to reducing in operational challenges, compliance, scalability and improved user experience.

Operational Efficiencies:

By standardizing the processes for MDM creation and updation across the organization, companies can achieve significant operational efficiencies. This is accomplished by eliminating process bottlenecks and implementing a well-defined approval workflow governed by Turnaround Time (TAT) and Service Level Agreements (SLA), thereby enabling faster and more efficient creation and updation of MDM.

Ease to Business:

With a clearly defined process in place, business users are able to submit MDM creation and updation requests with full visibility into the status of their submissions, resulting in an enhanced user experience.

Easier Rollouts:

By establishing a single source of truth for MDM, organizations can more effectively scale their operations through seamless integration with third-party applications. This eliminates the need for extensive data cleansing and sanitization, thereby enabling faster rollouts and smoother integrations.
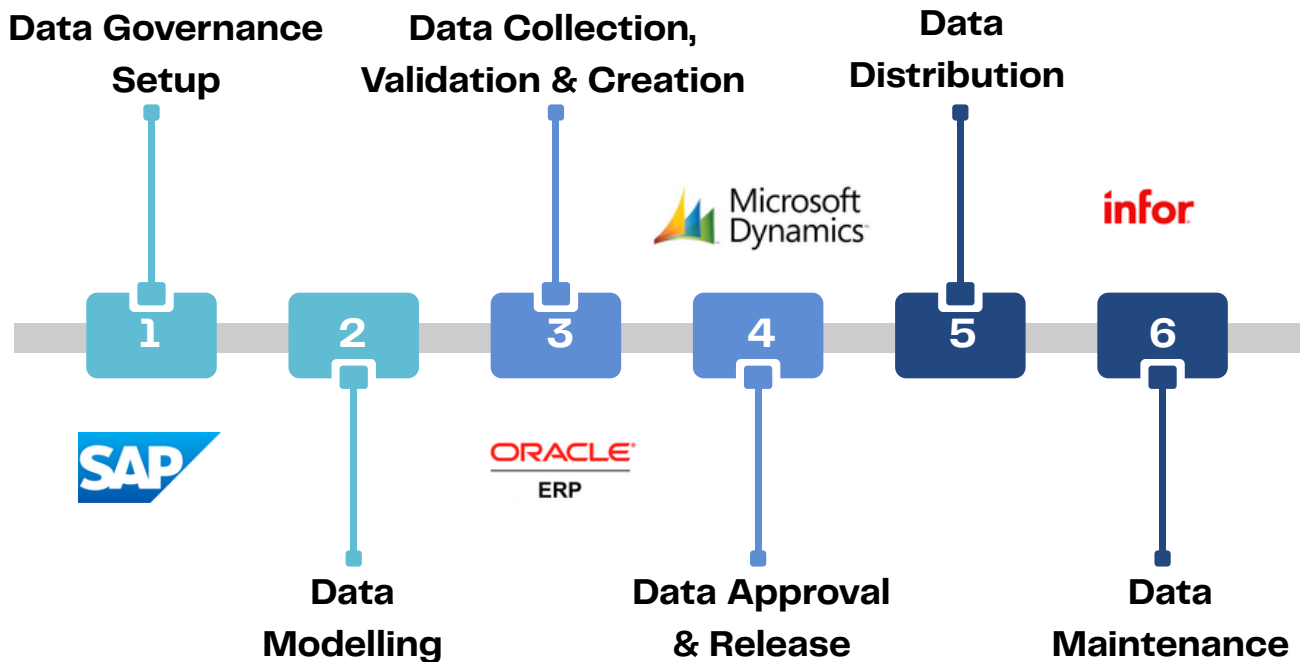
Reduction in Overall IT Cost:

With a centralized process for MDM creation and updation, the organization can reduce reliance on individual stakeholders, thereby streamlining operations and contributing to overall cost reduction

Solution details and Technology Stack

The master data management solution offers a comprehensive solution to solve the business challenges of organization by standardizing the MDM across departments. The MDM solution involves 6 major steps:

Data Governance Setup — 1

Data Collection, Validation & Creation — 3

Data Distribution — 5

Microsoft Dynamics

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| 1 | 2 | 3 | 4 | 5 | 6 |

SAP

ORACLE ERP

Data Modelling — 2

Data Approval & Release — 4

Data Maintenance — 6

Data Governance setup:
Policies and standards for how master data is created, changed, and deleted.

Data Modelling:
Defining the structure, relationships, and rules for master data entities

Data Collection, Validation and Creation:
Gathering data from various sources, ensuring accuracy and completeness of collected data, including checks for missing data, data format errors and inconsistencies.

Data Approval and release:
Ensures only accurate, validated, and authorized master data is made available for use across the organization and created/updated in the core system.
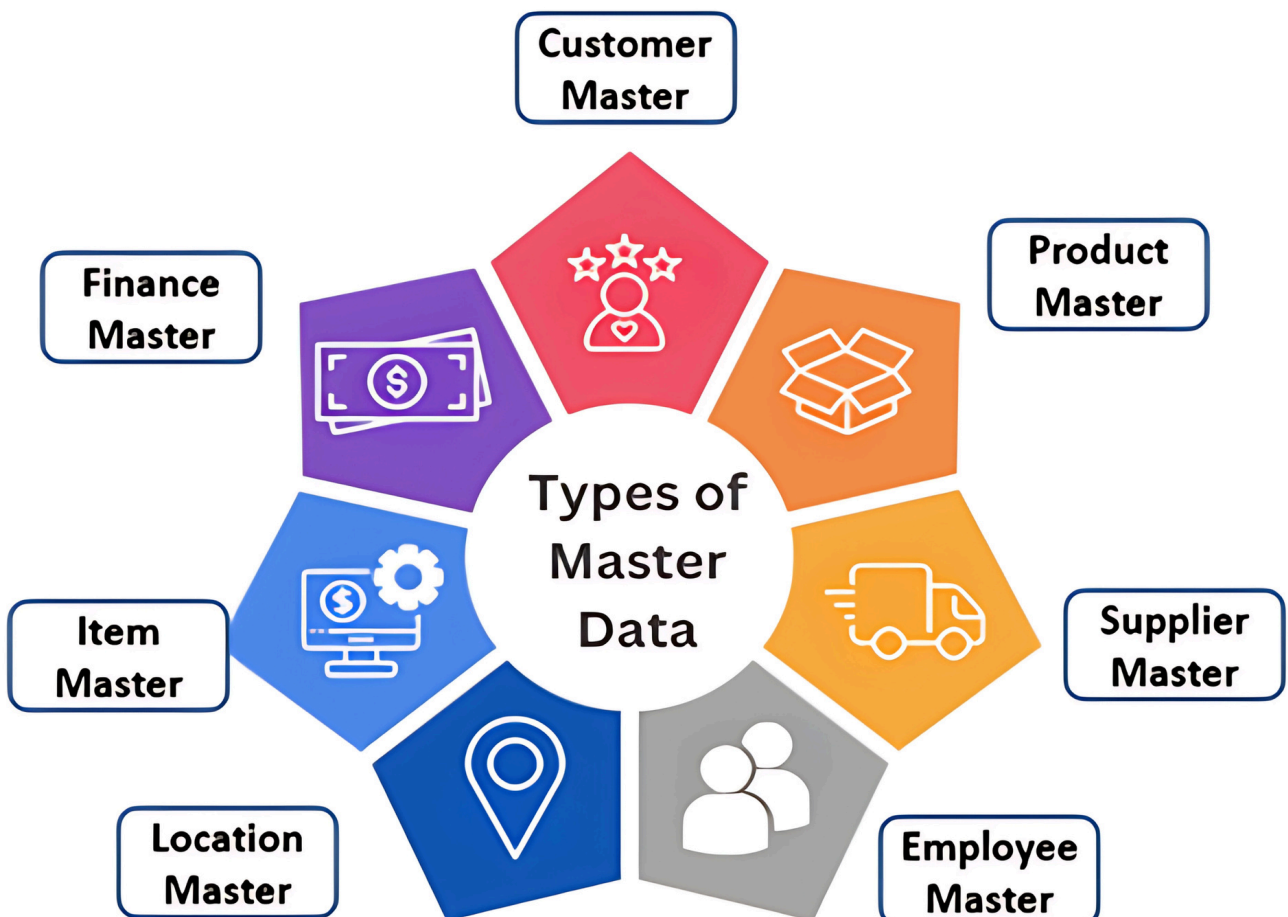
Data Distribution:
Delivering validated, approved master data from the central MDM system to various downstream systems

Data Maintenance:
Ongoing process of managing, updating, correcting, and retiring master data to ensure its accuracy, consistency, and relevance over time.

The categories of Master Data Management are classified as the domains and the common masters are:

Customer Master

Product Master

Supplier Master

Employee Master

Location Master

Item Master

Finance Master

Types of Master Data

CUSTOMER SUCCESS STORIES (AIS GLASS)

About AIS

Asahi India Glass Ltd (AIS) is India's leading integrated glass and window solutions company and a dominant player both in the automotive and the building & construction segments. Our product solutions spanning the entire breadth of automotive, building & construction, and consumer glass, are designed to deliver aesthetics and functional benefits.

PROBLEM STATEMENT

Due to the extensive network of vendors, dealers, and distributors, AIS Glass frequently encountered changes in its master data driven by various business scenarios. The manual creation and updation of this data within the Oracle ERP system proved to be a complex and time-consuming task for the backend team.

The absence of real-time visibility into the status of MDM requests— specifically, who initiated them, when they were submitted, and what was approved—posed significant challenges to operational efficiency. This lack of transparency adversely affected the performance of AIS's finance and procurement functions.
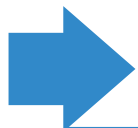
Solution

The BPAAS team implemented the Master Data Management (MDM) creation and updation process using Newgen's Low Code Application Platform. This platform was utilized to design and automate the end to-end workflow for vendor and customer MDM management. Leveraging Newgen's workflow and business rules capabilities, the BPAAS team efficiently defined business rules and configured a workflow routing mechanism for the tracking and approval of MDM requests. This enabled seamless and direct integration of MDM updates into the Oracle ERP system.

Business Benefits

- **Effective Tracking of MDM Changes and Updates: Enabled comprehensive monitoring of all modifications to master data.**

- **Real-Time Visibility of Vendor and Customer MDM: Provided stakeholders with immediate access to the status and details of master data records.**

- **Accelerated Approvals and Workflow Routing: Improved the speed and accuracy of operational processes through faster decision-making.**

- **Reduction in Purchase Order (PO) and Sales Order (SO) Errors: Minimized transactional errors, thereby enhancing overall business efficiency.**

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