

CASE STUDY

Global Supply Chain – Customer Data

Client Profile

A global supply chain company offering services in analytics, packaging, supply chain, sourcing, and logistics that partners with major food service and packaging companies to address challenges big and small across the supply chain.

Operations are located in North America, South America, Europe, Australia, and the Asia Pacific.



CASE STUDY

Global Supply Chain – Customer Data

Infoverity Solution

Enterprise Item MDM Implementation

BUSINESS NEEDS

- Inefficiencies in supply chain processes from redundant and inconsistent item data to an inability to cross-reference customer data and relationships in regional markets
- Change internal identification method for customer data to utilize GS1 standards
- Provide an automated ingestion process for critical customer data coming from market data sources
- Define and establish match criteria between a customer's source data and each of the client's market systems
- Standardize data between customer-provided and internal data sources

CHALLENGES

- No business or data stewards would be in the MDM system, so all updates to data and matching processes were required to be completely automated
- Matching of item data across markets required dynamic one-to-many relationships, allowing both the new GS1 unique ID or legacy customer ID to be utilized
- MDM solution design had to be flexible and scalable to allow for ongoing changes to business rules and onboarding of additional markets and unique item catalogs from customers

RESULTS

- Infoverity delivered a tailored MDM solution design for automated item onboarding and matching between customer source data and a multitude of in-house global markets
- Implemented the Stibo STEP platform with a flexible, scalable data model with associated business rules, UI design, and match algorithms
- Implemented custom, daily Match Reports for business users segmented by market allowing them to better benchmark and measure the quality of their data globally