



Case study

Data Quality Assessment and Operational Efficiency Improvement





Client Challenge

- The client has a divisional setup globally with multiple ERP systems and therefore numerous and different definitions of master data
- The client has taken the decision to implement a common global ERP system (D365 F&O). The implementation of a new ERP solution will enable improved business efficiency but will also require efficient management of data to fully utilise potential benefits
- Digitalisation is driven by the ability of processing data, and data management capabilities, as well as definition of the client's data model, will be a foundation to accelerate the digitalisation across functions and business lines
- The client has also rolled out Power BI and CRM system, but not using it to its full potential due to lacking data quality



Assignment

- The client has the intention of recruiting required Data management capabilities, but Opticos was asked to propose interim support until the recruitment is concluded
- Opticos had the role as Data Stewards within all the major workstreams for the ERP implementation (products, manufacturing, sales, finance, procurement, quality, warehouse and transportation)

The activities performed included

1. Define master data and governance for entities and fields in collaboration with workstream leads
 2. Design of master data management and governance including roles, responsibilities based on DAMA framework
 3. Draft policies and guidelines for master data related areas
 4. Review of master data related training material
- Improve data quality in Power BI and in CRM

Client Benefits

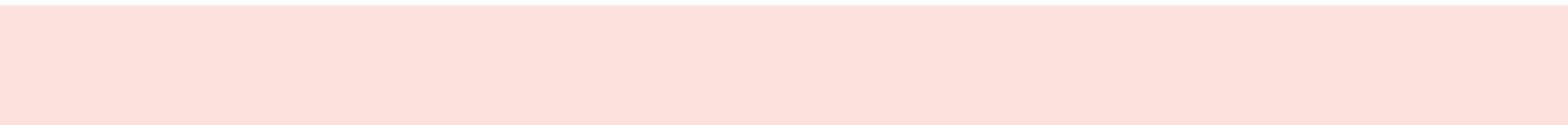
- Outlined master data design, handling organisational questions around managing master data
- Defined and mapped master data for the major workstreams for the ERP implementation (products, manufacturing, sales, finance, procurement, quality, warehouse and transportation) building the foundation for increased transparency in master data
- Ability to analyse all divisions in Power BI cross product hierarchies, customer hierarchies and customer countries
- Increased operational efficiency due to less issues related to master data
- Handover and introduction of recruited data management capabilities



About Opticos

Opticos is a Management Consulting firm with a strong IT management practice. We empower business leaders to unlock sustainable business value.

Our team of seasoned consultants bring a wealth of experience and domain expertise, leveraging industry best practices to offer unbiased guidance and hands-on execution support across key business verticals - Risk and Compliance, Operational Excellence, IT Effectiveness and Business Transformation.



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