



# Master Data Management

Major Insurance Call Center needed to maintain changes to customer data and to eliminate duplication

## Client Needs

1. Maintain changes to business entity data (master data), avoid duplications, and ensure changes happen in a coordinated and communicated manner.
2. Have a single version of the truth which is consistent across the entire organization.

## Benefits

- 90% decrease in IT costs related to managing master data. Currently, each individual application manages its own version of the master data and has an individual budget for it.
- Reduce development effort and IT costs for new initiatives utilizing the master data. Currently, development teams reach out to multiple application teams to gather, standardize and correct master data.
- Estimated savings of USD **\$1.3M** in 1 years.

## PR3 Systems Solution

Implemented a centralized **InfoSphere Master Data Management** solution by gathering, standardizing, correcting, and integrating master data (customer data) from different sources within the organization. Centralized the system to communicate any changes to the master data to all the stakeholder applications.

