Achieving an Integrated ERP implementation with a Zero Based Data Quality Solution

The Missing Piece

When one of the world's leading suppliers of innovative surgical equipment decided to integrate their new ERP system with their existing CRM system they realized their data needed some serious surgical attention. Their existing CRM system resided on a Legacy platform and the data housed in the system had intrinsic issues including duplicate data, missing fields, incomplete information, and erroneous addresses. Furthermore, the legacy system and the newly acquired ERP system did not share common identifiers for transactions and customer records. The company found their data was in need of some major "surgery" to realize their goal of a fully integrated, comprehensive CRM and ERP infrastructure.

The Critical Piece: OpenDQ

Comprehensive. Easy to use. Cost Effective.

OpenDQ™ V2.0 solution is a complete data quality solution that provides data quality coverage for all enterprise data in a fully integrated solution. With its innovative design, OpenDQ™ V2.0 bridges structured and unstructured data sources and integrates them into a single source for comprehensive data quality processing. This integrated approach creates maximum efficiency for organizations with the elimination of complex interfaces, and custom programming previously required to address structured and unstructured data. OpenDQ™ V2.0 identifies data quality problems and takes corrective actions to address issues now and in the future.

OpenDQ™ V2.0 addresses key data quality concerns including:

- Comprehensive Data Profiling
- Record linkage (Data matching) between data sources
- Elimination of duplicate records
- Data Standardization
- Address verification and correction

With OpenDQ™ V2.0, organizations have the power to develop, deploy and monitor comprehensive enterprise wide data quality programs, while preventing new data issues from occurring. The OpenDQ™ V2.0 solution integrates all of the key components of data quality with ETL (extract, transform and load) software, creating unmatched efficiency in process control, data flow, and data processing.

Plus, like all of Infosolve Technologies solutions, OpenDQ comes with the Zero defect data guarantee™, assuring that no new errors are introduced into the data during the process.

The Complete Solution: Puzzle Solved

Infosolve Technologies experienced team of data quality specialists initiated the project with comprehensive data profiling of all the data elements in both the CRM Legacy system and the ERP system to identify missing fields, incomplete data, incorrect data and bad formats. After the initial data cleansing removed any noise, both sets of data were put through a comprehensive data cleansing process to create standard and consistent records. This process included:

- Establishment of data dictionaries to standardize key data elements, such as names and abbreviations.
- Enhancement of data from both systems to implement global address standardization and data appends through third party systems.
- Data matching and assignment of unique identifiers using Fuzzy Matching
- Development of custom business rules to effectively merge all the matched data
- Comprehensive elimination of duplicate records to assure all records were unique

Once all the data completed the cleansing process, a global identifier was assigned to all records in the ERP system and the CRM system to readily exchange data between the two systems. With a complete and consistent view of all of their client and company data the organization could readily understand their current customer needs and plan for the future, while achieving significant cost efficiencies. Through implementing a comprehensive data quality solution the organization was able to fully realize its goals and objectives in its ERP implementation and reap the business rewards.

It's the power of Zero based data quality solutions achieving seamless system integration.

Leverage the power of Zero to drive results at your business today.