

Master data management: Harmonizing core data from disparate systems for operational efficiency, regulatory compliance

Master data management offers great promise, but requires expertise

Under competitive and regulatory pressure, each organization must be the master of its own data. Yet, this mastery has been next to impossible for most large businesses because of often-conflicting records held in disparate systems—the result of mergers and acquisitions and independent application deployments. The lack of a consistent, comprehensive, and reliable view of basic business data can be devastating. It can expose an organization to the risk of regulatory noncompliance and lead to operational inefficiencies, costly errors, and missed opportunities.

Fortunately, businesses now may turn to master data management (MDM) as the means to harmonize meaningful information between disparate systems enterprise-wide. MDM is a collection of practices and technologies to establish a common, consistent view of master data—the core data that describes the people, products, facilities, and other tangible touch points of your business. MDM makes it possible to track each customer's activities across heterogeneous computer systems.

Still, for all the great promise of MDM—more intelligent business decisions, more precise reporting, operational efficiencies, and much more—comes a harsh reality. Without expert advice, few organizations can implement MDM effectively. They doom their MDM projects to failure by selecting the wrong technologies or adopting implementation strategies ill-suited to their organizations. Many fall short because they address only the technical aspects of MDM. They fail to tackle underlining business process, organizational, and change management issues necessary to truly align and integrate rules across the business.

Vendor-independent Knightsbridge provides pragmatic, business-savvy MDM solutions

Knightsbridge takes a pragmatic, effective approach to MDM. We recognize that MDM applications are maturing tools and understand the finite capabilities of these products. As your vendor-independent, trusted advisor, we will guide you on the reality of what these tools can, and, more importantly, cannot do. By leveraging our real world experience, we implement practical, business-savvy solutions.

Our MDM Services

Knightsbridge considers MDM as a program, not a one-time project. Knightsbridge addresses high-value, high-priority projects first. Our team transforms reference data—the who, what, when, and where

of a transaction—into master data over time, developing a master data warehouse from which a single, consistent, cleansed set of data can be distributed to applications and business professionals across your entire organization. Our iterative, phased development process will build momentum for your MDM solution without disrupting your operations. Your organization will realize business benefits at the completion of each phase of the program.

Strategy services

- **Tool and product selection:** Our tool and product selection service helps you choose the most appropriate tools for your data management initiatives, including best-of-breed technology for building a master data repository. We help gather requirements, build a selection scorecard, create a vendor short list, weigh build-versus-buy decisions, develop proof of concepts, and perform detailed evaluation and selection. While we refuse to sign a reseller arrangement with any vendor to protect our independence, Knightsbridge has developed far-reaching expertise and specialized services with the products of a selection of key vendors. Our strong working relationships provide Knightsbridge with access to training, beta testing programs, product roadmaps, and technical support. We leverage our unique position to deliver objective advice to you.

Implementation services

- **Data integration and build services:** Knightsbridge creates comprehensive MDM solutions that manage and control multiple types of master data, not just customer or product information. Data sources may include diverse customer relationship management, enterprise resource planning, and business intelligence systems; legacy and mainframe systems; and partner and supplier systems. To create a common vocabulary for your enterprise, we examine your business rules and consider how data participates in transactions across your organization. Our highly customized MDM solutions include one or more of these components: a strategy for mastering data, a solution for mapping data, the integration of master data with operational systems, the integration of master data with analytical systems, data stewardship support through workflows, and provision for change management.

- **Data steward process definition:** We understand that managing master data is more about business and people than technology. It's about creating consensus around a common vocabulary, reconciling old business rules and organizational ways with new. Our team will work with you to establish standards that determine how information is defined, formatted, stored, and displayed; and we will support your efforts to bring together the business leaders, application architects, and information architects to institute policies and procedures for safeguarding data.

Education services

- **Training needs assessment:** We will assess your education and training needs around MDM and formulate a customized plan to meet those requirements.

Armed with deep technical and business skills, Knightsbridge solves complex problems

When you work with Knightsbridge, you benefit from business expertise married with the deepest technical skills in the industry. By leveraging our experience in MDM and related areas, we can help reduce your risk and advance an IT initiative that yields meaningful results.

Right. From the start. Better information, smarter business decisions.

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