

Implementing MDM to Standardize Master Data Processes

Case Study | **Data Strategy**

CANADIAN INSURANCE COMPANY

THE PROBLEM

Duplicate records – of both organizations and individuals – were causing several costly data errors.

In order to serve their own customers, the client lacked a single, accurate, comprehensive, and up-to-date view of their customers that they could share with their various lines-of-business.

As both an insurance and a government entity, they had a number of unique challenges ranging from special data privacy rules to strident network access security and more.

THE SOLUTION

Mastech InfoTrellis defined the Program Strategy and Architecture to drive the Data Management portfolio for the next three years. This included goals such as source systems to integrate, data model changes, and efficient application of enterprise software.

We provided leadership in defining the overall solution architecture managing key attributes – Name, Address, E-mail, Telephone, Preferences, External Identifications, Person-Org relationships, Lines of Businesses, and Roles.

Additionally, Mastech InfoTrellis pioneered the design of a custom data synchronization mechanism to enable secure, guaranteed synchronization between the MDM solution and various source systems.

THE OUTCOME

A new Master Data Management solution was ultimately designed and constructed, which enabled Master Data Management features such as de-duplication and customer search.

Provided Synchronization solution for Global Transaction capabilities across legacy and MDM systems to ensure data integrity is not compromised.

Enabled advanced address standardization via an SaaS API.

Migrated 7 million customers and 34 million policies to the new MDM Architecture, within the project timeline, using IBM DataStage.