

InfoSTEP - Case Study

Data Quality



BUSINESS BENEFITS

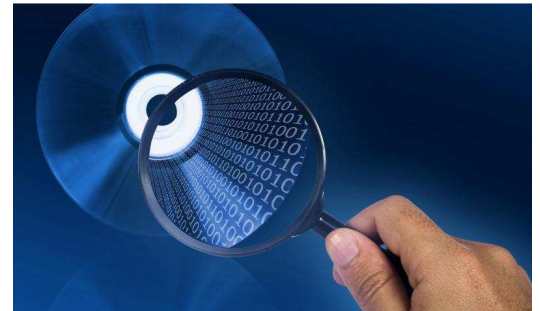
- Identified 4 major errors in customer data
- Identified and corrected over \$5 billion in errors leading to follow-on DQ initiatives for ERP, Partner (POS) and Party Single Source of Truth
- Identified certified data sources for analysis and more accurate BI processing and technical support levels
- Cross Functional data quality & solution support increased visibility to global reporting issues and adoption of new processes

CUSTOMER PROFILE

Customer is a multinational corporation with more than 65,000 employees and annual revenue of US\$36.10 billion as of 2009. Headquartered in San Jose, California, it designs and sells networking and communications technology and services.

Business Challenge

- Customer Data from multiple sources contain multiple errors
- Low marketing intelligence accuracy for programs feeding global product sales decision support and annual



SOLUTION

- Standardized data processing, analysis using the DMAIC logic
- Increased reporting to marketing intelligence bringing greater
- Designed database to speed up monthly processing & reporting
- Identified 2 major points of errors with cross-functional system & process owners.
- Creation and distribution of balanced scorecards for Customer Support metrics

OUR UNIQUE VALUEINNOVATION APPROACH HAS HELPED MANY CUSTOMERS

A simultaneous pursuit of High Quality and Low Cost in everything we do!

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About InfoSTEP

InfoSTEP is a global solutions company specializing in Business Intelligence, Data Integration, MDM, and Emerging Technologies. InfoSTEP is a pioneer in providing Business Intelligence solutions across all the segments in the industry. Using a global delivery model and process innovation we provide unique valueInnovation to

InfoSTEP Fast Facts

EXPERTISE

- 10+ years of Enterprise BI and support expertise
- 5+ years of large scale BI implementations in the Indian market

LOCATIONS

- USA, Hyderabad, Mumbai, Australia, Dubai

VERTICAL EXPERTISE

- BFSI
- Healthcare
- Telecom
- High Tech

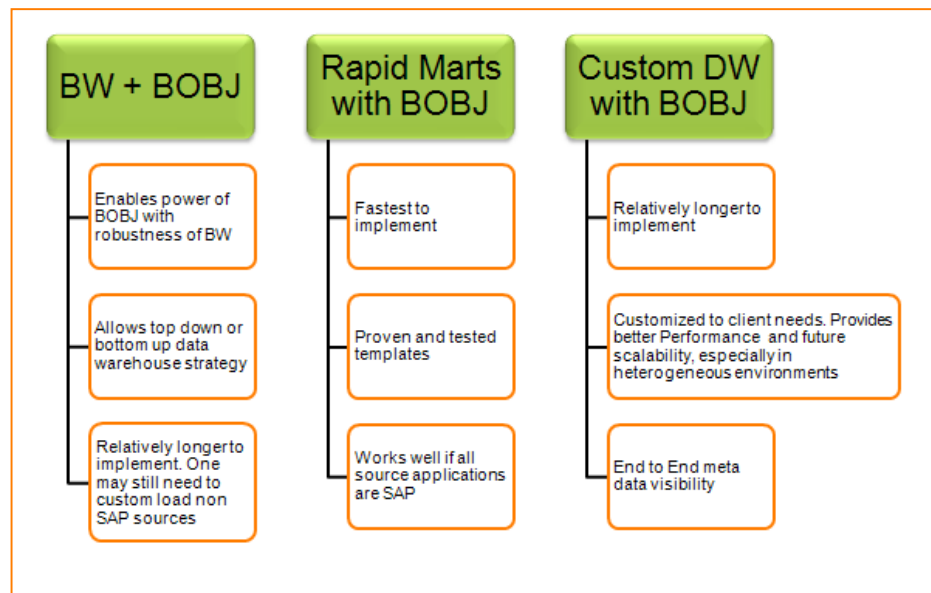
STRENGTHS

- Enterprise experience and excellent track record in implementing end-to-end BI solutions
- Methodology driven
- Recognized as Business Objects XI R2 Migration Specialists
- Best Solution Provider award (Asia Pac) for 2007

CERTIFICATION

InfoSTEP is an ISO 9001:2008 certified company, certified by ANAB and NABCB.

BI Best Practices



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