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The Hazards of Data Mismanagement

Your current MDM solution is not accommodating the guidelines for managing hazardous goods. Materials are being handled, shipped and stored improperly, resulting in government investigations and large fines. The problems, and the costly consequences, are avoidable—resulting entirely from missing or mishandled information.

Say the data mismanagement issues are not limited to hazardous materials. You spend hundred of million of USD in customer reimbursements due to incorrect master data being fed into the pricing system. This large outlay coming from refunds and penalties paid to customers due to incorrect pricing and inaccurate customer addresses. Lack of effective, centralized master data management also make it impossible to know when a customer is created more than once. Given all this data discovery or analysis based on their customer information is nearly impossible.

There are dangers of customer data being exposed through invoicing errors, such as special pricing for specific customers. In addition, you are opening up potential situations for internal frauds, such as returns being shipped to the wrong address, allowing for theft and inventory shrinkage.

All these scenarios add up to an auditing nightmare, doing locally, rather than globally, and business forecasting and planning will be tedious and unreliable.

A client approached Riversand with all these problems as they had suffered tremendous financial setbacks because of the mishandling of master data. In their own words, "We are looking for a single, unified tool to manage product, vendor, and customer master data, and to build a solution that is scalable and can support our vision of growth" around the world. They engaged Riversand to provide the industry leading MDM solution.

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The client is a worldwide leader in specialized telecommunications distribution, helping world's leading device manufacturers to sell more devices in more markets. They specialize in accelerating speed to market, and in providing the tools needed for device manufacturers to excel in their business growth.

5K+ Employees	**$2B+** Revenue	**50+** Countries	**20K+** Retailers

The impact to the bottom line was extensive—and Riversand was engaged to ensure that it never happened again. Our industry-leading multi-domain MDM solution would ensure that product and customer data would be standardized, and that pricing would become consistently reliable.

Pricing, flags and instructions for hazardous materials, dependable shipping and purchase data, manageable discounting and invoicing systems, and improved scalability were at the top of the list of requirements.

Riversand's MDM solution was a good fit for the client's needs. We were able to assist in improving their data governance, reducing the effort and cost of globalization. We established the ability for auditing to be done globally, from a central system. We implemented a Global Governance Model, across multiple domains, and improved the efficiency of their data management company-wide.

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We also assisted in boosting data quality. By implementing our deduplication solutions, we reduced the cost of inventory management. This went a long way toward reducing incidents of inaccurate product data, as well as inaccurate customer and vendor information. Pricing was standardized and made more accurate, which instantly decreased the outlay of pricing penalties paid to customers and safeguarded special pricing for each individual customer.

The thorniest and most expensive (and most dangerous) problem came from regulatory issues. Riversand was able to implement a solution that increases data relevance—allowing the client to capture relevant and well-vetted information and avoid regulatory risk and hazardous mishaps. Our MDM solution allows for improved forecasting and planning, and provide data-driven insight that the client can use for avoiding regulatory infractions in the future.

We also helped to streamline customer data. Our matching feature prevents duplicate customer creation. This increases shipping accuracy, reducing liabilities and helping to avoid and possibly eliminate fraud from returns and shipping.

On a broad scale, the changes to the client's MDM system allowed their products to be managed at a much higher level. This one source of truth will continue to accommodate changing business process management in the future. Where once each region had to employ a team to extract data from one system to another, costing them in resources and tool implementation, their centralized system of data governance streamlines, simplifies, and reduces the cost of doing business.

The client provides a valuable service for the wireless and mobile technologies industry, and they know that data management is the key to continued success, business growth, and industry leadership. This global leader trusts Riversand to provide MDM solution that helps protect them from regulatory infractions and reduce the impact of fraud and data mishandling.

For more information regarding Riversand master data management technologies, please visit us at www.riversand.com.

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Riversand is an innovative leader in Master Data Management, powering industries from the world's largest to SMBs. Riversand's single integrated, scalable and robust multi-domain MDM platform caters to a variety of use cases across multiple verticals. In addition Riversand offers specific solutions such as Vendor Portal, Spare Parts Management, Material Master, GDSN on-boarding, Media Assets Management, Print Publishing etc. Business value which Riversand provides include accelerated time-to-market, increased sales, improved order accuracy, reduced costs and enhanced customer service. Customer satisfaction is at the heart of Riversand's innovation.

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