

How Doyensys created a seamless IMDM process for a Dairy-processing and marketing company?



For an organization to run smoothly, the item master data of their products and services play a pivotal role. They have a direct impact on the efficiency & accuracy of the various downstream processes.

It is essential to process all the item data for a reliable business operation. This is where Item Master Database Management (IMDM) can enhance the business with its optimized performance.

A farmer-owned Dairy processing and marketing company is a leading manufacturer and marketer of Italian and American-style cheese varieties. They are famed for their special whey ingredients, pharmaceutical lactose, butter, and bulk fluid milk.

They are the seventh-largest dairy cooperative in the US with a large number of happy customers across the globe. For them, maintaining proper data input was a serious concern. For resolving this issue, they have partnered with Doyensys. They are glad to be a part of this massive collaboration and hope that the expert professionals offer agile business solutions.

Problem Statement:

Initially, the client did not have any standard process for Item Master Data Management and this created problems as there were no ownership, uniform processes and accountability across the various departments. Each of the department created the items as per their own standards and often with incorrect/missing attributes, duplications etc.

Objective :

The main objective of the project was to create secure, and easy data handling. For achieving this, the project requires the following services to be done

- Establish accountability, ownership, and supervision of data.
- Configurable workflow notifications and approvals.
- Seamless creation and maintenance of items with inputs from different departments.
- Defining the process for item creation and maintenance at the corporate level.

Challenges:

The main challenge was to provide a seamless data handling process from different departments and agree on a common process.

There is a need to build a responsive model that adapts to their complex system and set a data standard that is on par with the company standards. All these had to be done while enhancing the company members to provide more clarity about Item Master Database Management.

Solutions:

During this project, Doyensys has proposed and implemented the following strategies to provide the best possible solution to their client. It includes,

- Designing Item Master Database Management for the company to ensure smooth item data handling. This resolved the problem of improper data input and mismanagement.
- Setting up a smooth workflow by configuring proper approvals and notifications.
- Creating Data security by providing user-based data roles. Allowing item creation and management from different departments while enabling ownership and accountability prevented any errors in the supply chain.
- Item Synchronization between IMDM and Oracle EBS was done for a seamless data integration process. This also allowed the transfer of multiple items simultaneously making the entire process faster.
- Providing drill-down reports to solve real-time problems in the business.

Results:

The Item Master Database Management that was created by Doyensys has simplified the business process for their client by enhancing their supply-chain operations and overall workflow. The Client is delighted with the benefits realized and appreciates the commitment & services provided by Doyensys.