LUMENDATA

Modernize Data. Maximize Insights.

xylem

Xylem Partners with LumenData to Master Customer Domain in Informatica

Business Challenges

Difficulty in uniquely identifying customers & their relationships across many ERP systems.

Increased restructuring and realignment costs, as well as intangible amortization from acquisitions.

Operational inefficiencies due to challenges in accessing & integrating data.

Limited scalability due to low interaction between systems.

IT Challenges

Disparate data sources, resulting in inconsistency and integration difficulties.

Lack of interoperability among multiple parallel ERPs.

Absence of reference data management.

Inability to identify duplicates across different systems due to platform differences.

Solutions & Outcomes

- Implemented Customer 360, offering analytical and operational MDM solutions and assistance in implementing an Order-to-Cash solution.

- Established a common data model for key customer attributes used across main ERP systems in various geographic regions.

- Leveraged Informatica CDI, CDQ, and CAI to migrate customer data from sources into Customer 360 assets and reference data.

- Formalized data rules to standardize and harmonize customer master data.

- Established a data pipeline from customer master source systems to the Xylem Integration platform via MDM.

- Utilized Informatica DaaS services to standardize address details & validate email and phone details of customers.

Our Services

- Cloud Modernization
- Data Strategy & Business Value Assessment
- Data Analytics & Engineering

Our Recognitions

Great Place To Work® Certified AUG 2023-AUG 2024 USA

databricks

Informatica™ Platinum Partner

AICPA SOC aicpa.org/soc4so SOC for Service Organizations

150+ Customers

Recognized By Gartner®

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