![L&T LTIMindtree | ISG logo]

Data Infrastructure Modernization:

How a Scandinavian Commercial Vehicles Leader Improved Data Performance

Client

Our client is a leading Scandinavian manufacturer specializing in commercial vehicles such as heavy trucks, buses, and diesel engines for industrial applications. With a focus on sustainability and innovation, they are committed to delivering efficient, eco-friendly solutions to advance the industry.

Challenges

In the competitive commercial vehicles sector, a seamless data view is crucial for managing transport, financing, insurance, and rental services. However, the client faced significant hurdles with their legacy systems, which lacked a unified data infrastructure. Their customer information was fragmented across multiple databases, limiting visibility into customer relationships. This fragmentation hindered the support for IT applications, obstructed insights, and slowed down their pursuit of new business opportunities. To facilitate business growth, a comprehensive data infrastructure modernization was essential.

LTIMindtree solution

LTIMindtree collaborated with the client to deliver an accurate, real-time Data Infrastructure Modernization solution. We modernized their Master Data Management (MDM) system, establishing a secure data lake to centralize and protect customer data. The introduction of third-party DUNS enrichment further enhanced customer information and compliance for export control. Through a modern data strategy, LTIMindtree provided advanced business intelligence reports and analytics, enhancing data visualization and enabling the generation of valuable insights.

Opportunities

Key opportunities identified for improvement included:

Consolidating customer information fragmented across various databases

Offering modernized, advanced support for both business and IT development

Providing enriched customer data via the Data Universal Numbering System (DUNS) for enhanced export control

Ensuring compliance with data protection regulations

Implementing a robust data infrastructure modernization strategy for distributed value creation

Leveraging business intelligence reports and advanced analytics after migrating data to the existing data lake

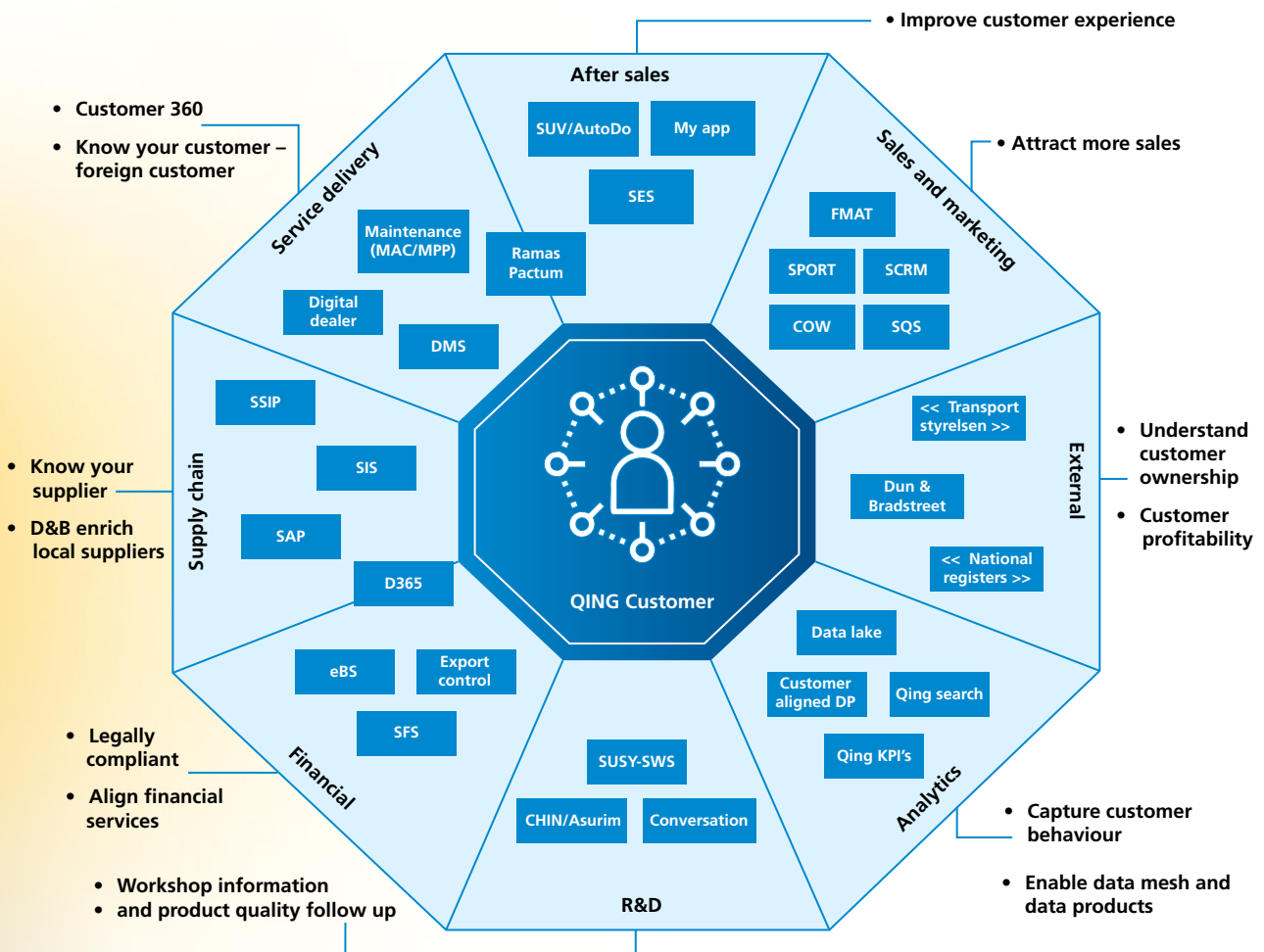Achieving cost savings by streamlining the information systems portfolio

Our approach

The cornerstone of our approach was the implementation of the QING (Quality, INformation, Globally) program, based on IBM's cloud-based managed services. This solution included three main components:

- ETL (Extract, Transform, Load)
- MDM (Master Data Management)
- BPM (Business Process Management)

The QING program was designed to deliver accurate, up-to-date information, boosting sales, after-sales services, and overall service delivery. Additionally, the solution was utilized for various use cases such as Export Control (Know Your Supplier), compliance, and customer 360 analytics.

Distributed value creation

Business benefits

Enhanced data performance, capable of processing **35 API requests per minute** through the advanced client MDM system

Customer verification across **20 applications/systems** within the MDM application

50 markets adopted the MDM system as their master source for data management

Decreased batch cycle times from **30 hours to 12 hours,** cutting down waste and maintenance costs

Centralized DUNS enrichment, minimizing redundancy and driving cost efficiency

Significant savings in hosting and administration costs

Reduced duplicate customer records across all sources, improving overall data quality

Conclusion

The client's partnership with LTIMindtree exemplifies how Data Infrastructure Modernization and a robust Master Data Management (MDM) system can transform data handling and business performance. By centralizing customer data, enhancing data visualization, and leveraging advanced analytics, the client improved data performance, reduced costs, and minimized redundancies. This collaborative effort not only strengthened their operational efficiency but also positioned them for future scalability and compliance with global data regulations, showcasing the value of a modernized, secure data ecosystem.

Visit us at **https://www.ltimindtree.com/industries/manufacturing/automotive/** to know more about our advanced Data Infrastructure Modernization Automotive Solutions

About LTIMindtree