



Building Customer Satisfaction with the SAP® Master Data Governance Application



PiLog India
Hyderabad, India
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Industry
High tech

Products and Services
Data harmonization, technical and engineering content, taxonomies, master data governance and management, master data repositories, and ISO compliant data quality

Employees
>350

Revenue
US\$15 million

SAP® Solutions
SAP® Master Data Governance application and SAP ERP application

PiLog India, part of PiLog Group specializes in providing internationally recognized, leading data management solutions to a wide range of industries – from chemicals to IT to engineering. To develop its offering and help ensure quality, PiLog India worked with the Partner Innovation Lifecycle Services team through the Co-Innovated with SAP service and implemented the SAP Master Data Governance application. As a result, it has accelerated market adoption, improved efficiency and visibility, and maximized customer satisfaction.

Before: Challenges and Opportunities

- Develop a solution that works seamlessly on various versions of the SAP ERP application
- Integrate the SAP Master Data Governance application and embed intuitive Web design for a better user experience
- Enable material master taxonomy capabilities to help ensure processes are compliant with ISO standards
- Create comprehensive documentation for configuration, support, testing, functional, and technical elements

Why SAP

- Builds customers' trust thanks to end-to-end support, which includes testing by SAP experts to meet SAP product standards
- Offers minimum risk and faster implementation of the solution
- Provides greater visibility, market adoption, and customer confidence

After: Value-Driven Results

- On-demand microservices for quick and easy utilization within SAP system solutions
- Comprehensive guidance on the development of products to meet SAP standards
- Ready-to-use, ISO-compliant content with industry-proven taxonomy
- Preconfigured data model and process templates available to use on demand

“The value proposition of the solution is a series of integrated sub-functions that are pretested, preconfigured, industry-proven, and packed with ISO-compliant, standardized taxonomy.”

Imad A Syed, Chief Information Officer, PiLog Group

Co-Innovated with SAP®

100%

Improved duplicate detection algorithms

Standardized

Taxonomy

Optimized

Data model, content, and process templates



Watch how Partner Innovation Lifecycle services is helping PiLog India maximize customer satisfaction.