

RigServ's Data Enrichment: Improving Inventory Master Data Quality by over 600%

OVERVIEW

A leading Marine Ports Operator contracted RigServ to validate, optimize, and enrich their inventory master data for a major ERP migration project. Spreadsheets, custom databases, and legacy ERP systems were used to track their existing master data. It also included poor and non-standardized records in foreign languages. The client needed a partner with data enrichment experience, boots on the ground, proven process, and subject-matter expertise.

BACKGROUND

The client, a global provider of ports and inland service networks, faced challenges due to poor master data from its legacy terminal inventory systems. Each terminal was using its own systems and processes, and it was identified that none of the native data met the client's high global standards. This resulted in a lack of visibility, inefficient procurement processes, and missed opportunities for cost savings.

The client needed a comprehensive inventory management system that would provide clear visibility into their inventory, enable efficient procurement, and take advantage of volume procurement discounts. However, the poor quality of their master data made it difficult to create a global inventory master data catalog for their ERP system.

SOLUTION

RigServ deployed a team of analysts and inventory specialists to:

- Understand existing inventory master data at each terminal.
- Establish a master data standard and identify gaps in the data shared by terminals.
- Utilize tools for data collection and project monitoring.
- Deploy resources to validate and collect required data.
- Perform data consolidation and deduplication
- Use data enrichment technology to process data through multiple iterations to provide integrated master data.

AT A GLANCE



25 Countries

Integrated data from 37 terminals in 25 countries to one global system



>600%

Overall data quality improved.



Integrated Data from 9 ERPs

Optimized data from multiple unique sources (including 9 different ERP systems)



Languages

Worked with terminals operating in different languages including Spanish, Italian and Arabic



450K Attributes

Collected 400K pictures & 450K attributes

FEEDBACK FROM CLIENT

"RigServ's extensive experience was apparent in their approach to the job and decision-making process on site, which helped create a seamless workflow with the storekeepers... they were instrumental in streamlining our inventory management, resulting in significant benefits for our warehouses."

- Terminal Warehouse and Inventory Manager, Spain

"The job carried out by your team at the warehouse met my expectations."

- Inventory Manager - Ghana

"The team was very professional, arriving on site on time and providing timely and accurate updates. They also engaged with our team to address any issues that arose and were proactive in providing solutions to address them."

- Purchasing Manager - Ivory Coast

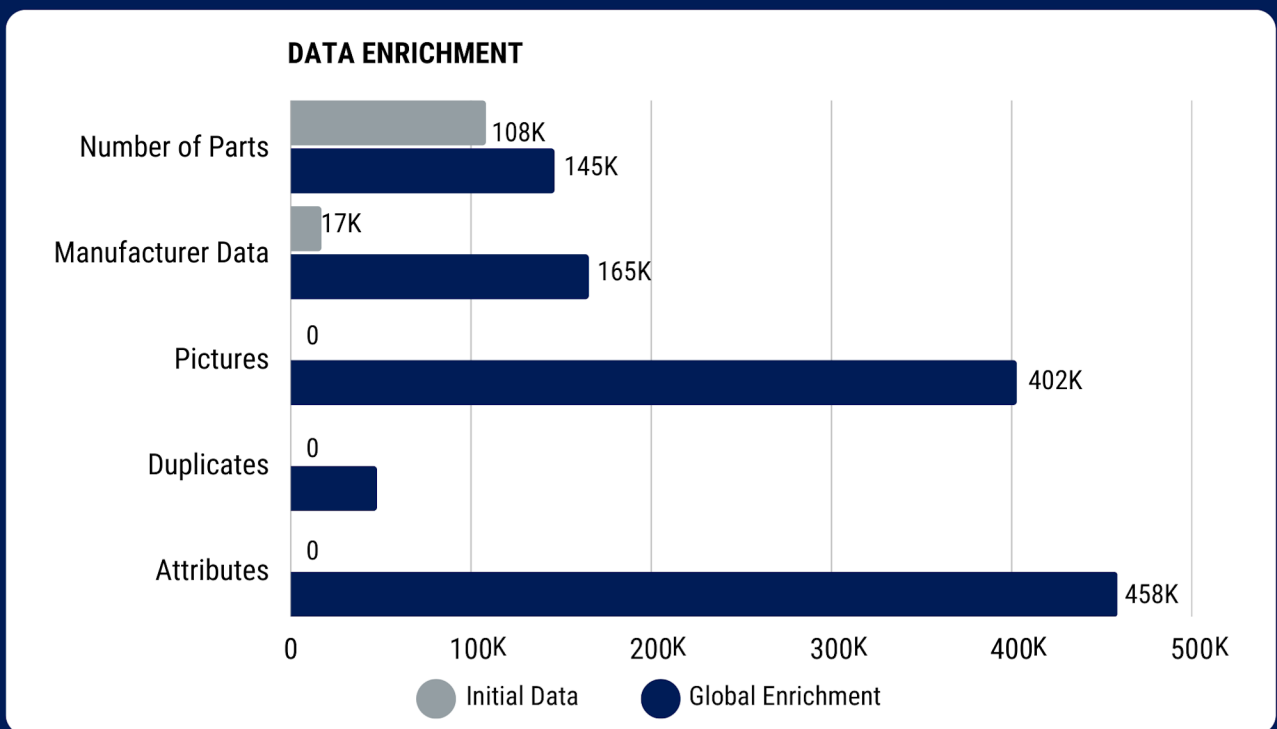
RigServ worked closely with the client to understand the project scope and expectations. We received the inventory master data from each terminal to analyze and estimate the initial data quality. We then mapped the parts to RigServ's standard schema to classify them.

Next, we worked with the client's project schedule to mobilize suitable resources from our global pool who had strong subject matter expertise and could speak the local language. The collected data were de-duplicated and enriched at the terminal level and subsequently at a global level.

In summary, RigServ deployed a suite of solutions, including initial data analysis and validation, classification, schema mapping and attribute extraction, on-site data collection and verification, post-processing, data enrichment, data deduplication, and data export and migration.

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RESULTS



- RigServ's data enrichment solution resulted in a significant improvement in the overall data quality increasing it from 12% to 76%.
- The solution supported the identification of the original manufacturer of several parts to optimize procurement.
- The solution helped identify duplicates across terminals providing opportunities for cross-terminal collaboration.

As a result of this exercise, our client can now manage its inventory efficiently, taking advantage of volume procurement discounts and reducing the risk of double ordering or missed procurement opportunities.