





Case Study

Flexible Master Data Management Solution for US-based Commercial Broadcaster

Our client is a US-based commercial broadcast over-the-air television network. The company is the producer and distributor of 300+ entertainment, sports, factual, and movie channels in 45 languages across Latin America, Europe, Asia, and Africa.



Challenges:

- The existing complex and manual process of handling customer and product-related data led to a lack of a single data repository.
 - There were multiple sources of origin, resulting in ineffective governance and management of crucial enrichment attributes of the master entities.

Customer and product records were spread across multiple systems with different data attributes, leading to ambiguous information.

LTI Solution:

Proprietary Fuzzy Match Algorithm -Asynchronous processing of matching algorithm, which has higher governor limits in Salesforce.

> Robust integration design allowing data sync with source systems by leveraging enterprise middleware.

Configuration-driven, flexible-enough-to-change data model, without modifying MDM logic.

Real-time integration with 15+ upstream and downstream systems using MuleSoft.

Business Benefits:

Single source of truth achieved due to a centralized data solution.

Global reporting delivered a clear view of critical data for enhanced decision-making.

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Reduced time-to-market for new master data addition, leveraging highly configurable MDM design.

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