

## Deloitte and Informatica Team to Deliver Master Data Management

### Challenges with multiple databases for regulated product data

The agency's research center promotes and protects the health of Americans by evaluating all new drugs, and approving for sale only those that meet its high standards. The research center is a watchdog for more than 10,000 drugs on the market and had previously maintained multiple different databases for tracking regulated establishments and their products. Because of these information silos, the research center had difficulty sharing information between its many applications for managing pre- and post-market products. There were also inconsistencies in data formats across the various applications as well as poor traceability due to the lack of unique identifiers for data records across applications. These data quality issues were impacting regulatory processes and hindering oversight efforts. The research center recognized the need for a single source of truth that could be maintained in a single master data repository for all regulated products and regulated establishments.

The Deloitte Federal Information Management (IM) practice masterfully balanced the price-competitive nature of this bid with the right set of IM professionals required to successfully implement this solution. Our project team demonstrated a deep understanding of MDM strategy and deployment approaches and was able to showcase solution assets that were particularly relevant to the agency's business problems. The fact that these assets could be leveraged to accelerate the delivery of the system was also an important consideration in our win.

### Project approach

Our approach to addressing the client's challenges was to provide Integrated Master Data Management services and implement a product master data repository. We also provided a robust data governance strategy and data stewardship framework, establishing an enterprise data governance framework that engages all key stakeholders in the governance process. In addition, our design and implementation was tailored to align with the Health and Human Services' (HHS) EPLC framework for this agency. This will allow the client to easily validate future deliverables using the appropriate quality check gateways.

The project was executed using a prototype-driven agile strategy to collect requirements and deploy specific functionality.

### Client benefits

By deploying an MDM platform containing a single source of truth for regulated products, the agency anticipates the following benefits:

- Improved program performance because the various operational areas of the agency can now understand the relationships across disparate data sets and can thus make more informed decisions about regulated products.
- Reduced time and cost associated with gathering and preparing data for regulatory analysis because regulatory processes are more efficient.
- Better protection of public health through greater reliability and uniformity of processes implemented across the research center, and improved ability of the agency centers to leverage enterprise data.



### Deloitte's proven experience was key in this client win

The client had confidence in Deloitte because we have successfully delivered many similar solutions in the life sciences market and also have more experience with Informatica deployments than any other group outside of Informatica's own consulting team.

From a technical standpoint, the project also offers the following advantages for the IT organization:

- Improved data quality by minimizing data redundancy and data duplication.
- An infrastructure foundation that can support more master data domains for future implementations.
- An MDM Data Governance framework that will enable the client to further improve governance by defining a governance operating model and establishing governing bodies, processes, and policies.

#### The first step toward more opportunities with the agency

This initial project is just a stepping-stone and Deloitte expects follow-on work with the research center and perhaps other parts of the agency. Informatica was grateful for this opportunity to work with the skilled Deloitte project team on this extremely successful capture effort and looks forward to the opportunity to participate in many more future winning bids.

This win also demonstrates the value of the Deloitte relationship with Informatica. The Informatica MDM product family was a good fit for the agency because it provided a single solution across multiple agency domains. This enabled our project team to work with the client to establish an authoritative data source for master data domains across all agency operational areas. Our team's experience and knowledge with the Informatica products was helpful in establishing rapport with the client's technical staff.

Our demonstrated success with the project puts us in a good position for future business with the agency as well as with other federal agencies. We are working to create solution showcase assets for other joint target or focus areas across HHS and the Federal community. This will help our teams be successful in capturing other new business opportunities. Future plans include establishing an MDM

Center of Excellence (COE) to promote innovation in technology, build on lessons learned, and enable broader IT strategy across the agency and HHS.

#### Project Team

The following contributors made this project a success:

##### Aditya Padha

Principal  
Deloitte Consulting LLP  
apadha@deloitte.com  
+1 571 882 5940

##### Abhi Parab

Senior Manager  
Deloitte Consulting LLP  
aparab@deloitte.com  
+1 301 660 0508

##### Paul Duggal

Director  
Deloitte Consulting LLP  
pduggal@deloitte.com  
+1 301 529 4780

##### Tom Breuer

Principal  
Deloitte Consulting LLP  
tbreuer@deloitte.com  
+1 305 987 7396

##### Derick Masengale

Director  
Deloitte Consulting LLP  
dmasengale@deloitte.com  
+1 703 868 4816

For More Information  
For more information contact:  
Aditya Padha, [apadha@deloitte.com](mailto:apadha@deloitte.com).

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