

# How to Build a MDM Practice from the Ground Up



# Chris Iloff Director - Customer Success Reltio

# RELTIO





Phases of the MDM Practice lifecycle



Inception



Implementation



Continuous Evolution

Keys to Success and Pitfalls to Avoid



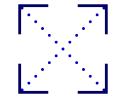
# MDM is a practice of continuous evolution











Inception

- Dependency declared
- Project funded
- Project scheduled

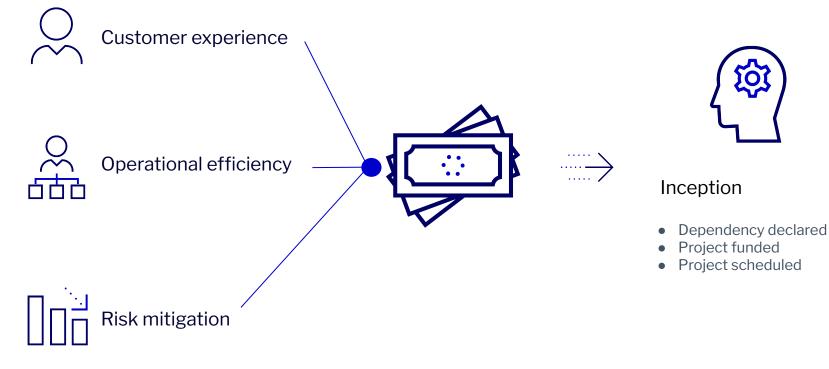
### Implementation

- Scope defined
- Project executed
- Initial entity domain mastered

### **Continuous Evolution**

- Maintain and support
- Actively steward
- Expand and enrich
- Extend and integrate
- Add entity relationships
- Add data domains

# Today's business initiatives drive MDM investment



### RELTIO

# Build a practice, not another IT system



#### Implementation

- Scope defined
- Project executed
- Initial entity domain mastered

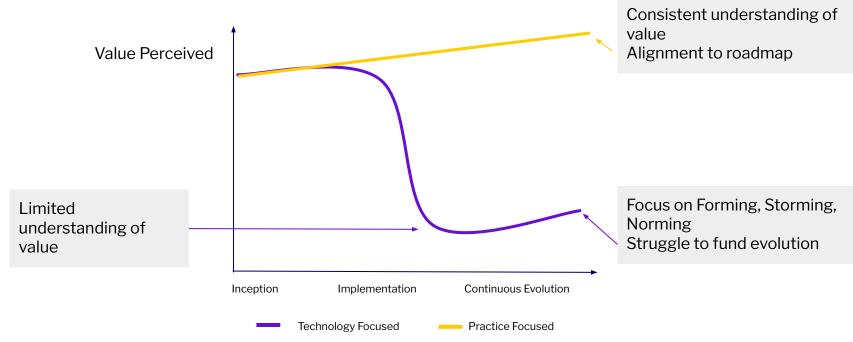
### Keys to Success

- Data stakeholder partnerships
- Training and enablement
- Practice roadmap
- Practice execution framework
- Know your data
- Iterative deployment
- Modern MDM

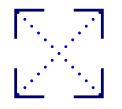
# Pitfalls to Avoid

- Excluding business experts
- Scoping only technology
- Delayed staffing
- Not aligning to value
- No data readiness plan
- Big Bang implementation

# Practice stakeholders drive continued investment



# Evolution requires cross-functional alignment



### **Continuous Evolution**

- Maintain and support
- Actively steward
- Expand and enrich
- Extend and integrate
- Add entity relationships
- Add data domains

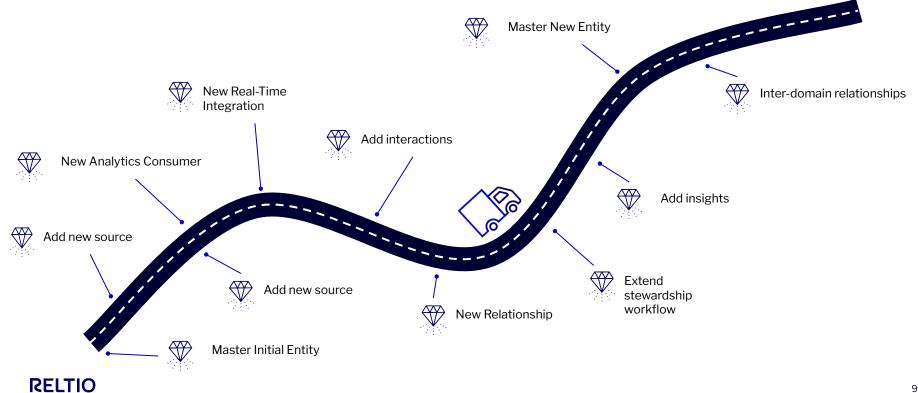
### Keys to Success

- Value aligned roadmap
- Integration agility
- Clear roles for DQ resolution
- KPI & metrics reporting
- Formal stewardship processes
- Data stakeholder alignment
- Business focused pitch
- Educational content

# Pitfalls to Avoid

- Assuming complete ownership
- Tech only talk tracks
- Data sprawl
- External relationship mgmt
- Long, costly projects
- MDM caused the DQ issue

# Let value fuel your journey





...

Ventana Ebook



**Tech Brief** 





