

Mphasis Capability in Database Governance Services

Mphasis provides **end-to-end Data Governance Services**, enabling enterprises to ensure **data quality, compliance, security, ownership, lineage, and trusted data access** across the organization. The practice is backed by strong frameworks aligned to **DAMA-DMBOK**, **CMMI-DMM**, and **EDMC DCAM** standards.

The services combine **Data Strategy, Governance Operating Models, Metadata Management, Data Quality Engineering, MDM/RDM, Policies, Stewardship**, and **Compliance**—supported by Mphasis’ extensive expertise across data engineering, automation, and modernization programs.

Core Capability Areas

1. Data Governance Framework Design & Implementation

- Establish governance structures (policies, roles, workflows, business rules).
- Define governance operating model (Council, Stewards, Data Owners).

2. Metadata Management & Data Lineage

- Capture technical metadata and link it to business metadata.
- Build lineage to improve trust, transparency, auditability.

3. Data Quality Management

- Define Data Quality rules & thresholds.
- Monitor, measure, and improve DQ performance.
- Build DQ operational frameworks and reporting.

4. Master Data & Reference Data Management (MDM/RDM)

- Create golden records and replicas for customers, products, suppliers, etc.
- Implement stewardship-driven matching, merging, and survivorship rules.

5. Data Security & Privacy Governance

- Access control based on policies.
- PII governance, masking, and sensitive-data handling.

6. Data Governance Strategy & Advisory Services

- Data strategy creation, maturity assessment, business case development.
- Governance roadmap aligned to business, compliance & regulatory needs.

7. Data Stewardship and Workflow Governance

- Business stewardship workflows for approvals, exceptions, and corrections.
- Issue management framework for governance violations.

8. Integration with Data Platforms & Modernization

- Governance integrated into data lakes, modern cloud data platforms (Azure, AWS).
- Support for MDM/RDM, DataOps, and platform modernization initiatives.

Key Features of Mphasis Data Governance Services

Each feature below is grounded in the above tool-sourced capability:

1. Comprehensive Governance Operating Model

- Policies, standards, roles, responsibilities, stewardship model.

2. Automated Metadata & Lineage Capture

- Technical & business metadata integration
- Visibility into source-to-target data flows

3. Enterprise Data Quality Lifecycle

- Rule definition
- DQ scorecards & dashboards
- Issue management workflow

4. Golden Record & Master Data Governance

- Customer, product, supplier MDM
- Merge/match, dedupe, survivorship rules

5. Security, Privacy & Access Governance

- Data access management
- PII handling (masking, dynamic access)

6. Compliance-Aligned Governance

- Supports audit, regulatory, risk-reduction use-cases
- Alignment to DCAM, DAMA DMBOK, CMMI-DMM standards

7. Data Governance Accelerators & Tools

- Cognitive Search & Metadata Integration
 - Data Quality engines
 - Asset accelerators for modernization
-

Benefits of Mphasis Data Governance Services

1. Improved Data Quality & Reliability

- Reduces inconsistencies, null values, and data errors.
- Strengthens trust in enterprise data for analytics & AI.

2. Stronger Compliance, Security & Risk Mitigation

- Ensures enterprise readiness for audits, GDPR, PII, risk controls.
- Reduces exposure to data breaches and governance violations.

3. Better Decision-Making with Trusted Data

- Enables shared definitions, taxonomies, and governed metrics.
- Ensures business units operate on consistent, authoritative data.

4. Increased Operational Efficiency

- Reduces time spent reconciling, cleansing, validating data.
- Streamlines workflows and enhances stewardship productivity.

5. Faster Time-to-Value for Analytics & AI

- Clean & standardized datasets accelerate analytical initiatives.
- Strong lineage enables explainability and responsible AI adoption.

6. Enterprise-Wide Data Visibility & Accountability

- Clear ownership and accountability for datasets.
- Eliminates shadow data problems and ungoverned pipelines.

7. Future-Ready Data Ecosystem

- Governance baked into cloud migrations, data platform modernization, and DataOps.

Securities Reference Data Management

Highlights	Region : Europe (Brussels)	Line of Business: Banking
Client Custodial services arm of a universal bank	Scope/ Objectives Design and implement a securities reference data management platform to replace the existing legacy application, covering approximately 1.6 million unique (mostly North American fixed income) securities and >20 distinct data feeds	
Services Offered • Business requirements, including feed processing requirements • System technical design • Information architecture and User Interface Prototype • Development • Testing	AUDIENCE : (External) Investment banks and broker dealers, hedge funds, asset managers, commercial banks, insurers (Internal) Client Service teams, Product managers, Operations teams, Risk managers	
Our Approach	BUSINESS OBJECTIVE • Substantial expansion of capacity for more securities • Reduction in data inconsistencies and ability to have a single version of the truth • Reduction in operating and technical support costs	
Tools & Technologies • Legacy App: VAX Platform using Alpha OS and Fortran • New build: Java/J2EE, Spring framework, Sun ONE web server, Websphere 6.1, MQ series (messaging), Siteminder, JASPER (reports), Oracle 10g	Benefits Major increase in scalability • Ability to support a substantial expansion in the number of securities • Non-fixed income DTCC securities covered as well Introduction of new, user-friendly GUI • Ability to view related data on a single screen rather than multiple screens • Reduction in training time and cost for new users Richer data set • Support for new data attributes (e.g. issuer ratings) ; expansion in the number of incoming feeds Substantial reduction in ongoing operate costs • Automation of several manual tasks • Ability to "pre-load" data attributes for new securities to speed up the time required to support them • Reduction in errors and error correction costs through validation of data prior to loading (e.g. CUSIP checksums) • Data structure simplification	
Engagement Details • Model: Onsite-Offshore • Peak Team Size: 16 • Duration: Jan-Nov 2008 • Location: NY/ Mumbai		

2

2

January 25, 2026 | Proprietary & Confidential Information © Mphasis 2015

Price and Reference Information System

Highlights	Region : Europe (Brussels)	Line of Business: Banking
Client Large European Bank	Scope/ Objectives Implement a reference data management platform for the whole Bank group via the setup of a central 'golden copy' database	
Services Offered • Implementation of FDE Reference Data Management Solution	AUDIENCE : Asset Servicing, Ref Data Operations teams, Risk managers, Front, Middle and Back office	
Our Approach	BUSINESS OBJECTIVE • Long term reduction of internal and external costs • Duplicate licenses in different countries. • Same data items are procured and paid several times • Data from the providers is not always correct. • Data cleaning is done in different entities. • Data cleaning is heavily manual. • All entities are using their own soft- and hardware in order to process the market data feed on different locations. • Reduction of compliancy risks • Reduction of operational risks	
Tools & Technologies • FDE Securities Master	Benefits • Preconfigured Connections to data vendors • Single repository for all asset types • Supports all reference and market data • Supports vendor feed comparison with Real-time Golden Copy • Supports full data lifecycle • Flexible validation and data publishing with completeness check • Robust High-Availability and Real-time Architecture (HA/RT) • Reduction of compliancy risks • Reduction of operational risks • A central hub with internal redistribution • Elimination of purchasing duplication, vendor management and the ability to perform one stop data cleansing, enrichment and verification processes.	
Engagement Details • Model: Onsite-Offshore • Peak Team Size: 12 • Duration: 6 months • Location: NY/ Pune		

3

3

January 25, 2026 | Proprietary & Confidential Information © Mphasis 2015

Enterprise Data Quality

Highlights	Region : Global	Line of Business: Insurance
Client Global Insurance Company	Business Need/ Objective • Client wanted to setup a data quality center of excellence to support all business groups and approached Mphasis to assist in the setting up of the organization, team and processes • Assist in executing Data Quality projects. • Assist in architecting and developing the data quality reporting solution in alignment with the Data Management project charter. • Assist in conducting Issue Management and Resolution of issues identified.	
Services Offered • Domain consulting • Project Execution • Solution Delivery		
Our Approach • Assist in setting up of DQ Operations • Built a data quality assessment framework • Identify Critical Data elements for profiling and assessments. • Define business rules for DQ Assessment. • Execute projects across all business units • Root cause analysis of data quality issues identified from assessments. • Develop Data Quality dashboard		
Benefits Data Quality Assessment • Conducted Data quality profiling and assessments for over 100+ critical data elements across 30+ authoritative data sources • Met organization goals for meeting Data Management Maturity requirements • Satisfy regulatory and compliance requirements for having a functioning Data Quality organization. DQ Dashboard • Functioning Data Quality Management dashboard for use by all stakeholders business, technical, operational leaders, business heads • Dashboard provides summary level data quality scores and detailed reporting of data quality issues. • Scores can be further be broken down by business dimensions for accurate issue identification • Linking of data quality scores to risk index.		

4

January 25, 2026| Proprietary & Confidential Information © Mphasis 2015

4

4

January 25, 2026 | Proprietary & Confidential Information © Mphasis 2015

4

Enterprise Data Quality

Highlights	Region : North America (US)	Line of Business: Retail Banking
Client Non-Profit Investment Bank	Business Need/ Objective • Business did not have insight into data quality issues that were affecting their business beyond an abstract sense there was a problem • Objectives: • Arrive at an objective assessment of the current situation, and business impact of issues • Provide corrective actions for business, governance and technology work streams to remedy identified issues • Get buy in of all stakeholders on investment, operational changes and long term corrective actions being recommended.	
Services Offered • Domain consulting • Architecture consulting • Process modeling • Business Architecture		
Our Approach • Built a data quality assessment framework • Executed against existing data • Worked with business to capture business processes • Used data process models to establish importance of data to processes • Used data processes to understand root cause of data quality issues • Recommended IT & process changes to prevent future problems • Recommended BPO activities to correct existing data quality issues		
Benefits Data Quality Assessment Framework • Extensible data quality framework that can be used to generate reports on data quality for any system brought into the framework with minimal effort • Data quality reports targeted at all stakeholders: operational teams; data stewards; IT; senior management • Identified over 700 data issues across studied systems. Informal feedback from client stated that at least 40% of these were un-anticipated prior to the assessment. Operational Process Recommendations • Reviewed processes for major project investment, "know your customer" screening, financial tracking of project investments and operational controls on project teams • Identified significant improvement opportunities to IT systems and operational processes. In our 6 month review, we found that about 40% of these were followed through – with clear measurable benefits to the organization Continued Usage • The bank subsequently has used the provided frameworks and assessment processes to improve at least 3 other areas critical to the bank.		

5

January 25, 2026 | Proprietary & Confidential Information © Mphasis 2015

5

Enterprise Data Quality

Highlights	Region : North America (US)	Line of Business: Banking
Client A Major Canadian Bank	Business Need/ Objective	
Services Offered • Data Migration • Data Cleansing	• The customer data pertaining to the bank existed in multiple systems (5 applications) and the related documents were spread across multiple file servers with lo linkage to the customer records. • The bank faced a severe challenge in producing the regulatory reports(mainly FACTA) • The customer data across multiple system has data quality issues which created erroneous reports with same customer repeating multiple time with multiple addresses which are not current or correct. • The bank in Canada had selected Fenergo as their client on-boarding platform and Autonomy Worksite as their document management system. • The Key challenges are : • The customer data was spread across multiple systems and extensive de -duping was required • The address pertaining to the customers were not proper and had • Linking the customer on-boarding documents with no indexing to Fenergo System	
Our Approach • The approach was to profile the source data from each source, stage for cleansing , map against the target and load data in to Fenergo interface tables. • Map source data to target interface tables • Identify the gaps and data anomalies • Define Data Quality rules • Data Cleansing using various tools like • Google Refine • SSIS • T-SQL • Duplicate removal • Format fixes • Address Cleansing	Benefits • All customers are migrated to a single on-boarding system with all their respective documents hence searching and viewing customers documents were made easier, reducing the operational effort • Single on-boarding system with customer data with zero data anomalies helped business to meet the regulatory compliance reporting on time .	

6

January 25, 2026| Proprietary & Confidential Information © Mphasis 2015

6

Enterprise Data Quality

Highlights	Region : North America (US)	Line of Business: Telecom
Client A Major US Telecom Company	Business Need/ Objective	
Services Offered • Data Quality • Data Cleansing	• The objective was to reduce the no. of post installation service request from the customers and the problem tickets and engineering queries raised by the field engineers. • The application capturing the Customer Orders Requiring Engineering caused many operational issues and the reports generated were not accurate. • An assessment was done to identify the root cause and it was found that the data quality was very poor and the following issues were uncovered. • Invalid CLLI codes , switch CLLIs, Switch Features, SANDE codes and State Codes etc. • Cleansing duplicate Order, Switches .	
Our Approach • Post assessment, the production database was cloned for a detailed data analysis • Extensive data profiling was done to uncover all the data quality issues that attributed to the operational issues and report anomaly • The many data discrepancy reports were produced and were reviewed by application SME and Data Stewards. • Based on the cleansing rules advised, many stored procedures were developed, tested and ran for cleansing the data during multiple outage windows during weekends	Benefits • The service requests from the customers and the field engineer queries reduced 80% • The customer satisfaction increased considerably • The report anomalies were completely removed	

7

January 25, 2026| Proprietary & Confidential Information © Mphasis 2015

7

Master Data Management

Highlights	Region : Australia	Line of Business: Banking
Client Large Australian Bank	Problem • Recurring M&A activities and corresponding multiplicity of customer data repositories resulting in poor customer data quality • Need to improve marketing effectiveness, customer satisfaction, and reduce cost of service • Standardization of terms/definitions and managing Master Data is of critical importance to improving data quality and provide consistent and accurate data for customer analytics	
Services Offered • Data Engineering • Architecture Consulting • Process Modelling • Domain Consulting	Solution • Create a single view of customer account holdings by developing a matching-engine that integrates data from disparate systems • Phased implementation, leveraging existing infrastructure investments • Business process mapping • Domain Entity Modeling	
Our Approach • Assessment of the current state and proposed future state • Architecture review and recommend solution for MDM implementation • Recommend Solution for implementation in phases • Developed the MDM data model • Perform data quality assessments • Cleansing of Data • Matching and merging of customer data • Leverage existing infrastructure.	Benefits • Developed roadmap and approach for improved customer data quality and an enterprise-wide single view of customer • Customer information retained in-place in distributed systems • Accurate classification of customer value • Customer information registry defines and maintains unified views of customer information	

8

January 25, 2026 | Proprietary & Confidential Information © Mphasis 2015

8

Contact Us



Further Information: For more information about our G-Cloud services, please contact our Public Sector Team at mphasisukps@mphasis.com

