

# DSaaS : DRIVING DATA CULTURE

To ensure rapid time to value of your MDO deployment, it's crucial to champion its adoption and usage across the organisation. This is where Data Stewards play an active role in the tactical and operational coordination and implementation of enterprise data governance and initiatives through MDO across your organisation.

To this end, we've introduced **DSaaS**, our extended offering that provides stewardship services to our MDO customers. It serves as a bridge between you and our Prospecta team to remove any bottlenecks and ensure better MDO experiences and adoption.

Our Data Stewards come from both Master Data Management and Industry Domain backgrounds. This way, you receive all-round expertise from both the technology and business realms. We'll give you the opportunity to interview our Data Stewards to determine suitability and the level of expertise required for your needs. While you focus on your core business, we ensure your data is always clean, reliable, and consistent.

## Services Offered

The services offered by our Data Stewards encompass day-to-day tasks, monitoring and implementation support, and onboarding and governance—geared towards future-proofing your MDO investment.

### DSaaS Core Support

- Point of contact for all current and emerging issues
- Onboard all new users and train existing users via re-training or new feature training programme
- Troubleshoot issues
  - Fixes
  - Coordinate with Prospecta Helpdesk
  - Update defect/issue statuses to users
- Provide feedback and improvement opportunities to Prospecta's Product Team
- Assist business users with requests and workflow processes
- Test customer-specific processes during patch deployments/upgrades
- Test integration components and SAP-specific data issues
- Monitor integration and workflows to detect anomalies

### Data Initiatives, Quality, and Improvements

- Configure new changes or change requests based on business needs
- Facilitate new roll outs or data implementation
- Configure new reports and dashboards
- Define new data quality schemas, provide insights, and suggest data corrections
- Review current data quality and ensure data is maintained as per standards
- Be part of stewardship governance process where additional quality checks are done before data gets updated in SAP
- Offer specialised data enrichment services (MRO Spare Part Enrichment) executed by engineers who can enrich taxonomy or spare part information

## Pricing

Our pricing packages are tailored according to your budget and requirements.

Package	Scheduled Hours Per Day
1	4
2	8
3	12 (1.5 resources)
4	24 (3 resources)

### These packages are formulated based on the following assumptions:

- Data Steward is a named and dedicated resource (or named resources if Package 3 or 4 is selected)
- Only 1 of the 4 packages above is to be selected and 30 days' notice is required to change packages
- Hours are based on 5 days per week (Monday to Friday)
- Hours per day are consecutive hours and based on EST, however, this can be customised to the local time zone
- Customer can interview the Data Steward(s) prior to acceptance
- Customer will be responsible for task setting for the Data Steward(s)
- Prospecta will provide all training, support, tooling, and infrastructure for the Data Steward(s)
- Any programme management or change management is the responsibility of the customer.
- Pricing is based on a term commitment of 12 months
- Cost is in USD and excludes taxes (as noted in the table)
- Services exclude works on APIs and Integration
- Customer has the right to terminate the services with 30 days' notice
- Customer Success and Delivery Managers are available for escalation

**Eager to know more? Please get in touch with your Customer Success Manager and/or Account Manager today!**