



Regulated Enterprise Operations



Global

Global Enterprise Accelerates Master Data Governance by 70% with ServiceNow Rapid Deployment Packs

A tier-one global enterprise operating across highly regulated markets sought to modernize how master data requests, journal entry validations, and approval workflows moved across its business and ERP ecosystem. To accelerate modernization without disrupting existing systems, the organization adopted iOPEX's plug-and-play ServiceNow Store solution.

Highlights

- The client needed to replace fragmented spreadsheets, manual validations, and email-based approval trails with a governed master data workflow.
- iOPEX deployed its **plug-and-play ServiceNow Store solution, featuring the AI Sentry Agent, the Autonomous Validation Agent, and three preconfigured governance modules: MDM Orchestrator, Journal Entry Portal, and Approver Hub.**
- The solution reduced implementation cycles by up to 70%, moved processing from minutes to seconds, and helped bring bad-data injection to near zero.

Business Challenge

For a global enterprise operating in a regulated environment, master data accuracy is not just an operational requirement. It directly affects procurement, manufacturing planning, finance workflows, compliance posture, and downstream ERP reliability.

The client's existing master data and record-to-report workflows were distributed across spreadsheets, email chains, siloed portals, and rigid ERP processes. Business teams had limited agility to initiate changes, while governance teams had to manually review requests, validate structures, check duplicates, and maintain audit evidence across multiple touchpoints.

The enterprise wanted to simplify this operating model without compromising control. The goal was to create a standardized, business-friendly system of engagement that could improve speed, strengthen governance, and reduce dependency on scarce ERP technical expertise.

Key priorities included:

- Accelerating master data request creation, validation, approval, and ERP synchronization.
- Reducing manual effort across duplicate checks, ledger validations, routing, and request prioritization.
- Improving visibility across the full approval lifecycle.
- Strengthening audit readiness across SOX, GDPR, and internal governance requirements.
- Creating a repeatable deployment model that could scale across multiple master data domains.

iOPEX Solution

iOPEX deployed its plug-and-play ServiceNow Store solution - a centralized, cloud-native Automated MDM and Approval Governance Hub built around three preconfigured modules: MDM Orchestrator, Journal Entry Portal, and Approver Hub. The solution acted as a system of engagement between business users, governance teams, and backend ERP systems, enabling the enterprise to standardize intake, automate validation, streamline approvals, and synchronize approved records with target systems.

ServiceNow Rapid Deployment Pack

Rather than building governance workflows from scratch, iOPEX deployed preconfigured Rapid Deployment Packs (RDPs) available through the ServiceNow Store. Designed as plug-and-play applications, the solution enables organizations to accelerate implementation while adopting standardized governance, intelligent automation, and enterprise-grade controls from day one.

The solution is built around three integrated modules:

- **MDM Orchestrator** – Centralizes master data creation, updates, and governance across multiple business domains through standardized workflows.
- **Journal Entry Portal** – Simplifies journal entry requests with automated spreadsheet validation, balancing checks, and governed approval workflows.
- **Approver Hub** – Provides reviewers with a single intelligent workspace to prioritize, approve, monitor, and audit requests while reducing approval fatigue.

Strategy and Planning

iOPEX began by mapping six high-value operational data domains: Business Partner, Customer, Material Master, Location, Cost Center, and Bill of Materials. To balance governance with scalability, iOPEX established a standardized Tri-Entity Pattern across each domain, organizing workflows into Core Data tables, Enrichment layers, and Governance registries.

This modular architecture allows organizations to deploy individual use cases or the complete governance suite without extensive custom development, significantly reducing implementation complexity and time-to-value.

Implementation and Integration

Using ServiceNow Flow Designer and playbook-guided experiences, iOPEX configured intelligent, condition-based workflows that dynamically adapt approval paths based on transaction type and business rules rather than following rigid approval sequences.

New master data creation and bulk ingestion requests were automatically routed through mandatory enrichment and governance reviews before executive approval. Routine profile updates and deactivation requests bypassed unnecessary approval layers and were fast-tracked directly to executive sign-off, improving operational throughput without compromising governance.

The solution integrated with backend ERP environments through Zero Copy Connector and Integration Hub REST messages. Unique tracking correlation IDs ensured every request could be monitored from intake to approval and outbound synchronization.

AI and Automation Layer

iOPEX embedded specialized AI capabilities into the execution layer to improve decision quality, processing speed, and governance confidence.

The AI Agent Suite included:

- **Excel Ledger Structural Validation Agent** to map uploaded rows, validate file formats, and confirm debit and credit balances before submission.
- **AI Sentry Agent** proactively detects duplicate master data requests before intake by matching submissions against ERP records, preventing redundant data from entering governance workflows.
- **The Predictor** to evaluate historical approval and rejection patterns and flag high-risk tickets with contextual risk ratings.
- **The Navigator** to simplify intake through natural language portals.
- **The Orchestrator** to prioritize queues and provide clear justifications for pending tasks.

Together, these capabilities helped the enterprise reduce manual review effort, prevent poor-quality data from entering ERP systems, and give governance teams a clearer view of every request.

The Result

The ServiceNow-native governance hub helped the enterprise modernize its master data and approval operations while preserving the rigor required in regulated environments.

70% faster implementation cycles

Traditional 6-to-12-month governance implementations were compressed into a matter of weeks using plug-and-play ServiceNow Rapid Deployment Packs, reducing implementation timelines by up to 70%.

Processing time reduced from minutes to seconds

Automated validation and guided workflows accelerated request review, verification, and ERP ingestion.

Scalable request handling without added headcount

The organization processed thousands of high-density monthly requests without increasing data administration or data steward capacity.

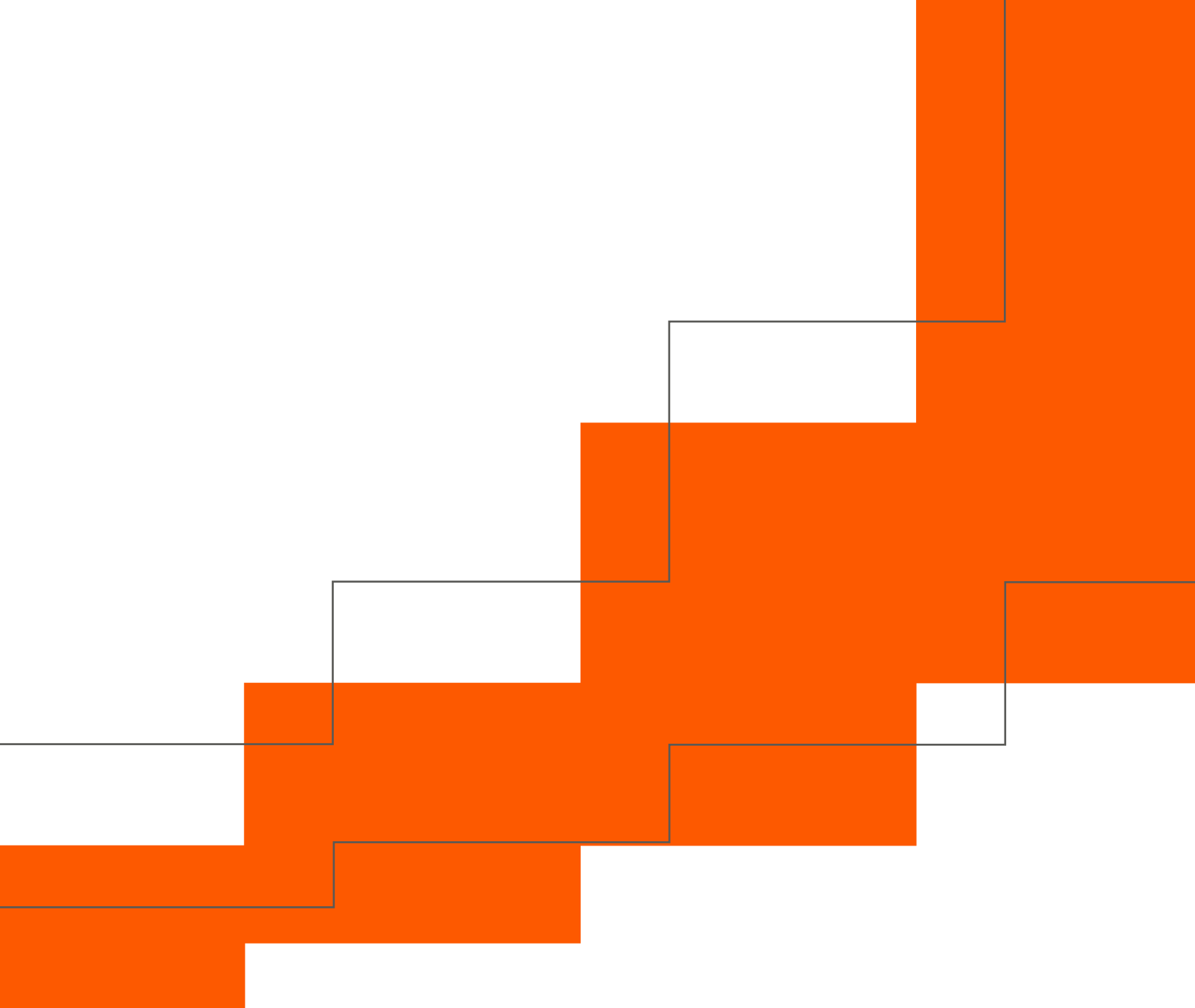
Near-zero bad data injection

Duplicate detection, AI Sentry Agent, autonomous validation, and governance controls helped prevent inaccurate or redundant records from entering production ERP environments.

Permanent audit readiness

Every change event was captured through continuous digital audit logs, creating clear visibility into who changed what, when, and why across all six core domains.

By combining plug-and-play ServiceNow applications, embedded AI agents, and intelligent workflow automation, iOPEX helped the enterprise modernize master data governance, reduce deployment timelines by up to 70%, strengthen compliance, and prevent poor-quality data from propagating across downstream ERP systems.



About iOPEX

iOPEX Technologies is a new-generation agentic AI and automation-led enterprise transformation partner headquartered in San Jose, California. At the intersection of enterprise operations, agentic AI, and intelligent automation, we deliver Intelligence as a Service. Over 70 global brands trust iOPEX as a strategic partner to turn AI into results that scale. We help clients accelerate enterprise transformation without endless consulting cycles by embedding intelligence directly into workflows. Contact us at www.iopeex.com.

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