



LEVERAGING AI/ML BASED STEWARDSHIP TO ENABLE ROBUST CUSTOMER MASTER DATA

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TECHNICAL PRODUCT MANAGER

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PRINCIPAL CONSULTANT

Pradeep is a Principal Consultant Data Scientist at D Cube's India office. He brings close to 12+ years of pure play analytics and data science experience across various industries like Pharma, Hospitality, Telecom and Retail. He has expertise in laying out complete analytical roadmap for the business. He has extensive knowledge of developing machine learning solutions to help support client in their decision making and process automation.



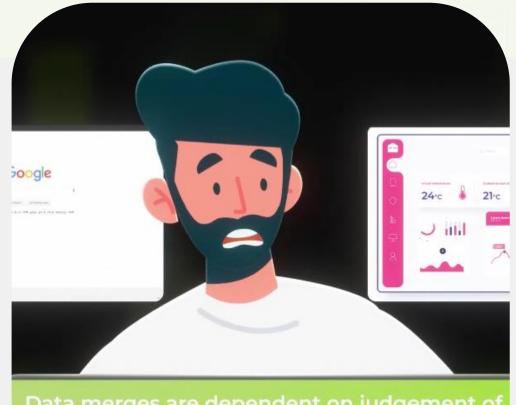
OUR AGENDATODAY

1.	Introduction – Overview of Stewardship	•
2.	The Need (Use cases and Why Automation)	•
3.	Solution Approach	
	A. Intelligent Automation Framework	•
	B. Configurable Enrichment	•
	C. Intelligent Matching and scoring	•
	D. Consumption	•
4.	Conclusion	•



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TO ENSURE THE ACCURACY
AND ACCOUNTABILITY OF
THE MASTER DATA,
DATA STEWARDS SPEND
DISPROPORTIONATE TIME
AND EFFORT







OVERVIEW OF DATA STEWARDSHIP

Data Steward

Accountable for institutional or personal data within their functional area, including the protection of data assets that result in high quality data that are clearly accessible and consumable

Data Source Responsibilities

Has clear and unambiguous Data Element Definition

Does not have conflict with other Data
Elements (Duplicate, outdated record Removal)

Usage Consistency across functions and applications

Is it still being used?
(Remove unused data elements)

Has clear enumerations and usage documentation for the data elements

Data Stewardship Activities (With potential to automate)

01 °E;

Audit merges while publishing the master data





Data change requests from external partners

03



Removal of duplicate, obsolete and outdated records



DATA STEWARDSHIP AND CUSTOMER MASTER DATA – USE CASES

To make any successful marketing and customer engagement efforts, the first step is to have a well stitched Customer Master data with rich and accurate attributions. The conventional MDM Systems have certain Fuzzy match capabilities, however they still need significant Human Data Stewardship to audit merges and publish the master data.

Use Case 1







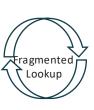


Provider Master

	Κe	у	N	ame	Sp	eciality	Prov	ider II	D		
	Н	CP1		ohn opkins		diation ncology	N102	29909	9		
ILLUST	Н	CP2		mes opkins	Ps	ychiatry	H109	94673	3		
ILLUSTRATIVE				mes opkin		ırse actitioner	N978	34838	3		
	Н	CP4	Ja	mes H		diation ncology	N98392839				
			.		s_id	street 807 Grandrose Ave. 26 Market Drive	city Yonkers Forest Hills	state NY NY	zip_cod 10701 11375		
Special			Desi	cription		60 Myers Dr.	Amityville	NY	11701		
Code 23	20/22	Specialty Sleep Medicine	Type Physician (M.D. or		9782 Indian Spring Lane	Harlingen	TX	78552			
23	20/22	Oresp mounting	D	D.O.)/Group Physician (Multiple Physician Practice	. -	167 James St.	Los Banos	CA	93635		
24	20/22	Plastic Surgery		Physician (M.D. or	-	755 East Henry Lane	Central Islip	NY	11722		
		(Reconstructive Su	irgery)	D.O.)/Group Physician	.		22 or 101p				

683 West Kirkland [











Manual Lookup and Decision Making

- Social (Additional info)
- Corrected names/patterns
- ➤ Google Search, Address verification
- External Websites



- > MDM Lookup (Missed out from fuzzy logic)
- > Corrected names/patterns
- ➤ Google Search, Address verification
- External Websites



SUBJECTIVITY IN ANALYSIS AND DECISION MAKING - ILLUSTRATION



Master Data Management



MDM fuzzy lookup output provides the list of potential matches



Google and Maps search

Google eyen hasses

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John Carey, M.D., Perdessor of Ordersyngolog,
Jank Carey, D.D. Eyenter Research Versich jacks segel
(B. Jank Carey, Tohn Versich Stereins), Johns Segel
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Steward 1 looks up the potential matches in google/external websites/address proximity and finds out a small correction in name gives accurate results



External Provider Source



Steward 1 uses the corrected name to lookupin external provider sources and finds supporting evidence for merge decision.





Master Data Management



MDM fuzzy lookup output provides the list of potential matches



External Provider Source



Steward 2 looks up the potential match records in external provider websites and gets multiple matches.



Google and Maps search



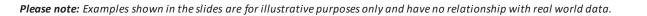






Steward 2 performs additional analysis on the results from previous step and concludes no matching record available in MDM





PAIN POINTS AND HOW AUTOMATION HELPS

Manual Stewardship Activities



Manual & Internet based search



Human judgement-based Stewardship



Skillset based Scale-up



Time spent on Recurring Patterns







Configurable & Streamlined Lookups



Simulating stewardship lookup and decision-making activities would require intelligent automation.

AI/ML Powered Recommendations



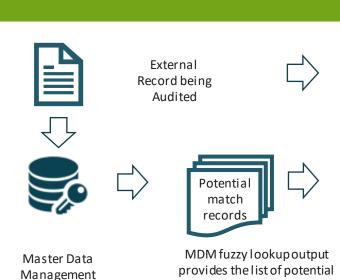
Reduced Skillset Dependency



Model Training on Recurring Patterns

INTELLIGENT AUTOMATION FRAMEWORK

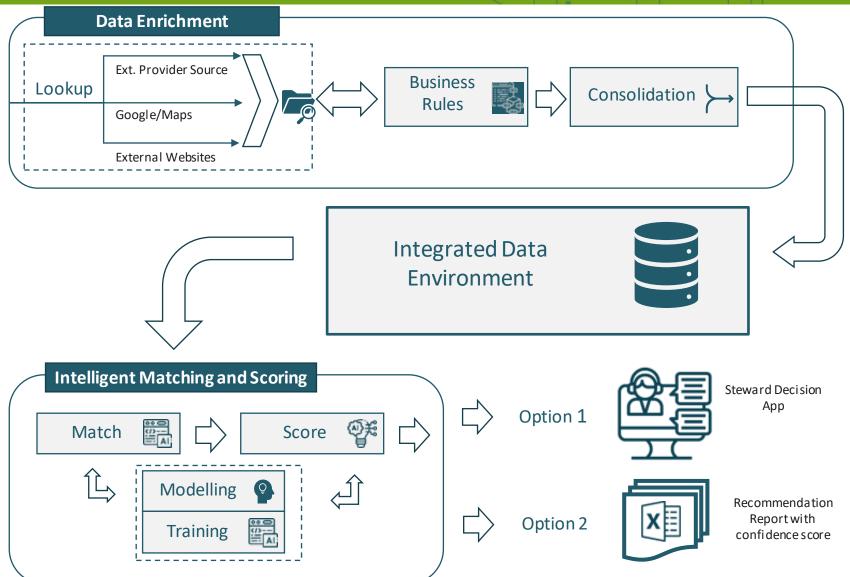
matches



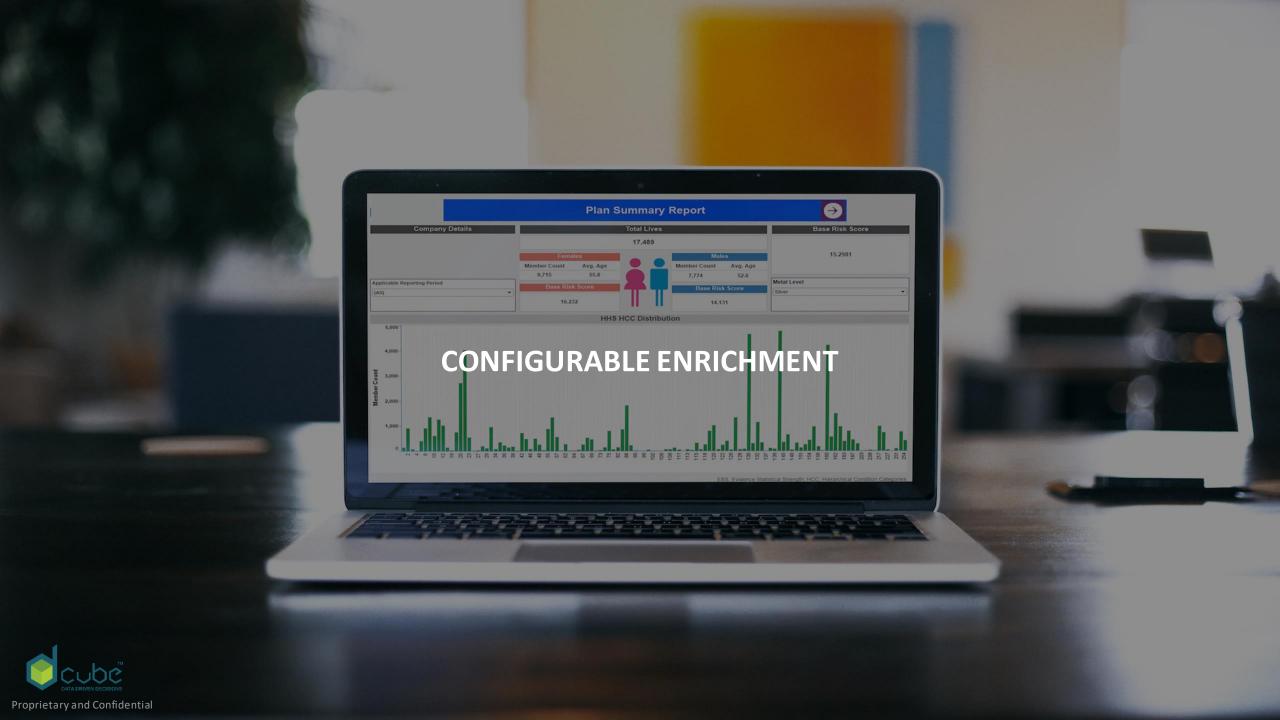
Note: Nature of manual analysis and audits performed by Data stewards make it difficult to automate using traditional automation methods.

Hence, a hybrid approach is taken which includes -

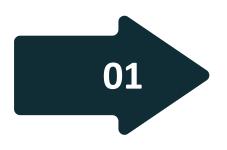
- Configurable enrichment and
- Scoring powered by machine learning intelligence.







CONFIGURING DATA ENRICHMENT RULES



IDENTIFY AND BASELINE SOURCES

Utilize FAIR principles to baseline sources and facilitate data access more systematically.

- Findability: Data Sources should be described, identified and registered or indexed in a clear and unequivocal manner
- Accessibility: Data Sources should be accessible through a clearly defined access procedure
- Interoperability: Extraction procedure is expressed and structured using common, published standards
- **Reusability**: Characteristics of data and their provenance are described in detail according to pharma relevant standards



EMPIRICAL ANALYSIS – IDENTIFICATION OF RULES

Identify sizable sample and run the manual process through various analysis+ churning+ lookup combinations. Activity performed with "above threshold" degree of success + "above threshold" success probability on samples and groups will be added as a rule.



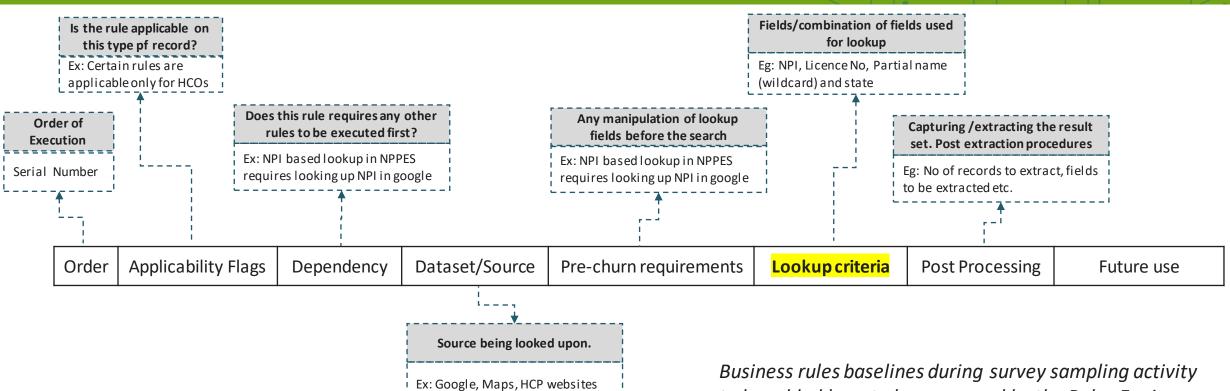
BASELINE BUSINESS RULES

- Document the rule in the Rule Repository (Detailed in next slide)
- Access type, Authentication and Authorization methods
- Filter sensitive information like PII, PHI etc



DATA ENRICHMENT RULES REPOSITORY – CONFIGURING LOOKUPS

Credentials



Business rules baselines during survey sampling activity to be added here to be processed by the Rules Engine.

Documenting rules in this format would help Separate business logic from application code.

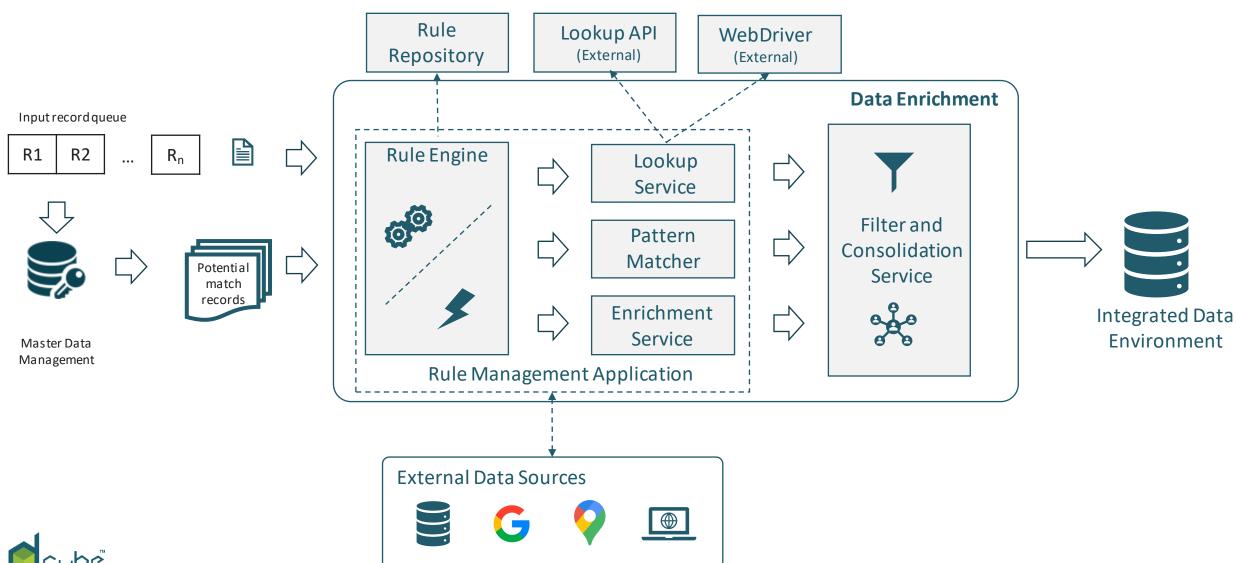
Refer next slide to see how addition of rules engine helps the Data Enrichment activity.

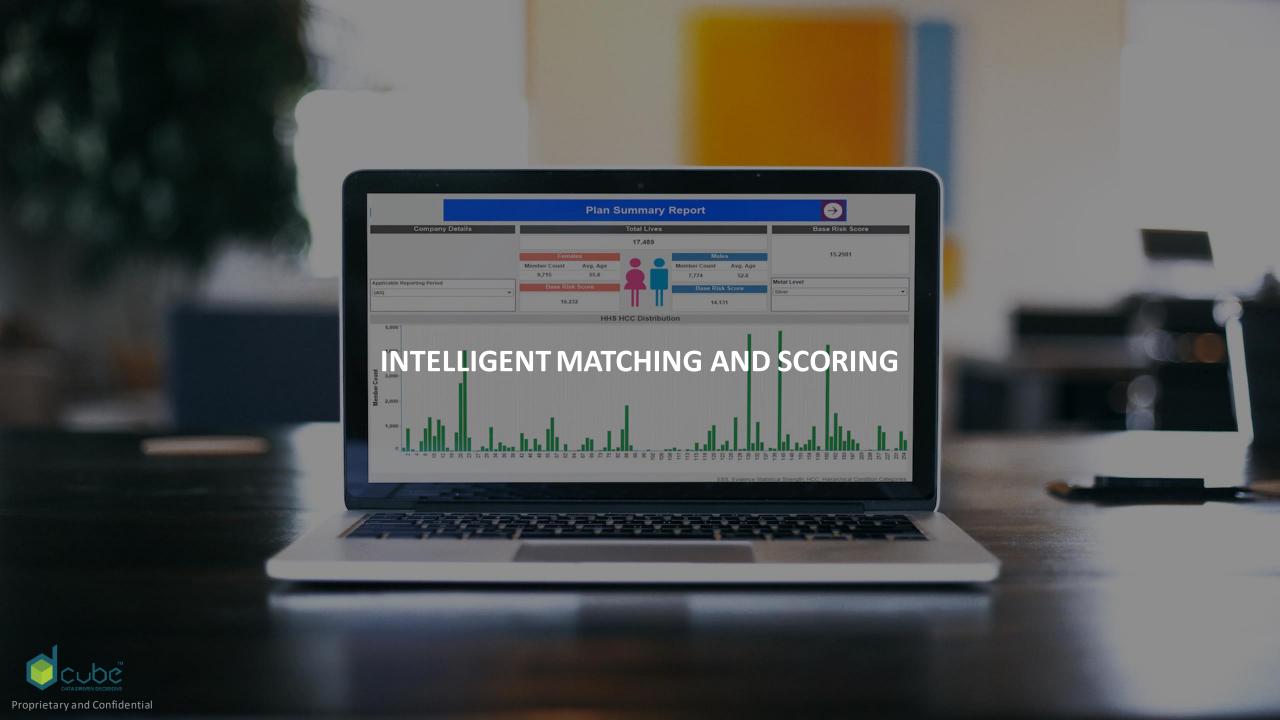


Source Name

Type of Access

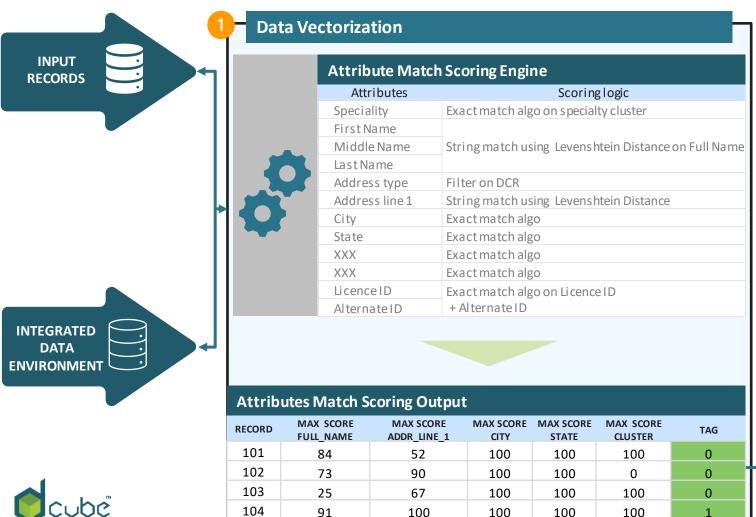
RULE ENGINE DURING DATA ENRICHMENT

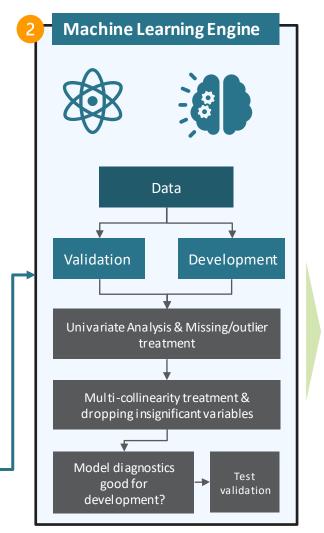




BASELINE ARCHITECTURE – MACHINE LEARNING MODULE

Mechanics to mimic data steward's intelligence using Machine Learning









ATTRIBUTE LEVEL SCORING - ZOOM IN VIEW

Attributes Considered	Scoring logic
SPCLTY	Exact match algorithm on specialty cluster
FIRST NAME	
MIDDLE NAME	String match using Levenshtein Distance on Full Name
LAST NAME	
ADDRESS TYPE	Filter on DCR
ADDRESS LINE	String match using Levenshtein Distance
CITY	Exact match algorithm
STATE	Exact match algorithm
ALTERNATE ID	Exact match algorithm
ALTERNATE ID TYPE	Exact match algorithm
Lat/Long Distance	Distance between locations
STATE LICENCE NUMBER	Exact match algorithm on STATE LICENCE NUMBER + SLN STATE CODE
SLN STATE CODE	Exact illatell algorithm on STATE LICENCE NOWIDER + SEN STATE CODE

For each customer, scores are generated for all its attribute values and **Max score** is considered as final score for that attribute. i.e. for illustrative customer **12345678**, 3 cities are Fostoria, Findlay and Lima, but Lima has 100 % match and hence 100 is final score considered for city for the customer. Similarly for other attributes

Illustrative of attributes level scores

	RECORD TYPE	PARTY_ID C	USTOMER_I	D SPCLTY_1	SPCLTY_1 SCORE	FULL NAME	FULL NAM SCORE	ADDR_LINE_1	ADDR_LINE_1 SCORE	¹ CITY	CITY SCORI	STATE	STATE SCORE	ALT_ID	ALT_II	ALT_ID_TYPE	ALT_ID_TYPE SCORE	SLN	SLN SCORI	SLN_STATE_CD	SLN_STATE_CD SCORE
	CR	12345678	12345678	GP		JON DOE		25 S CABLE RD		LIMA		ОН									
ь	DR	12345678	7896543	PHR	100	JON DOE TIN	83	126 W HIGH ST	56	FOSTORIA	45	ОН	100	7094333	0	IMS_PRESCRIBER_ID	0		0		0
ᇛ	DR	12345678	7896543	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	7094333	0	IMS_PRESCRIBER_ID	0		0		0
attributes value	DR	12345678	7896543	PHR	100	JON DOE TIN	83	126 W HIGH ST	56	FOSTORIA	45	ОН	100	1655342	0	HCE_ID	0	4777	0	ОН	0
ıte	DR	12345678	7896543	PHR	100	JON DOE TIN	83	126 W HIGH ST	56	FOSTORIA	45	ОН	100	1467988	0	NPI	0	4777	0	ОН	0
<u>i</u>	DR	12345678	7896543	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	1655342	0	HCE_ID	0	4777	0	ОН	0
it.	DR	12345678	7896543	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	1467988	0	NPI	0	4777	0	ОН	0
	DR	12345678	7896543	PHR	100	JON DOE TIN	83	123 W HIGH ST	56	FOSTORIA	45	ОН	100	1655342	0	HCE_ID	0	4777	0	ОН	0
tip	DR	12345678	7896543	PHR	100	JON DOE TIN	83	123 W HIGH ST	56	FOSTORIA	45	ОН	100	1467988	0	NPI	0	4777	0	ОН	0
multiple	DR	12345678	7896543	PHR	100	JON DOE TIN	83	25 S CABLE RD	100	LIMA	100	ОН	100	1655342	0	HCE_ID	0	4777	0	ОН	0
⊏	DR	12345678	7896543	PHR	100	JON DOE TIN	83	25 S CABLE RD	100	LIMA	100	ОН	100	1467988	0	NPI	0	4777	0	ОН	0
V	Final Score	e consider e	ed is Max v	alue	100		83		100		100		100		0		0		0		0

CR: Current Record; DR: Database Record

 $\textbf{\textit{Please note:}} \ \textit{Examples shown in the slides are for illustrative purposes only and have no \textit{relationship with real world data.}$

WHY WE NEED A DEEPER THINKING BEFORE DEFINING ANY MATCH RULE?



Name Matching

First Name	Middle Name	Last Name
John		Doe

First Name	Middle Name	Last Name
John	Smith	Doe
John	Doe	
Doe		John

Below observations recorded in the name columns:-

- Last name is in the Middle name column
- First Name Last name interchanged
- First Name missing while middle and last name populated

Combine all three columns and put string matching algorithm on the combined column

Specialty Matching

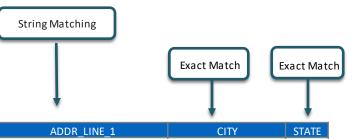
Exhaustive upcoding has been done for handling Specialty and given a code

CODE	SPECIALTY_CODE_DESCRIPTION
PSH	PSH - PLASTIC SURGERY WITHIN THE HEAD & NECK
PSM	PSM - SPORTS MEDICINE (PEDIATRICS)
PSO	PSO - PLASTIC SURGERY WITHIN HEAD & NECK (OTO)
PUD	PUD - PULMONARY DISEASE
PYA	PYA - PSYCHOANALYSIS
REN	REN - REPRODUCTIVE ENDOCRINOLOGY & INFERTILITY
RHU	RHU - RHEUMATOLOGY



Exact match approach is used for specialty match

Address Matching



CITY	STATE
HOLT	MI
HOLT	MI
KALAMAZOO	MI
DEWITT	MI
HOLT	MI
HOLT	MI
OKEMOS	MI
OKEMOS	MI
	HOLT HOLT KALAMAZOO DEWITT HOLT HOLT OKEMOS



Exact match or String Level match approach is used as per the address part

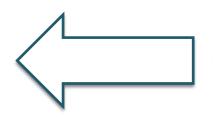


DOES MATCH SCORE SOLELY SOLVES THE PURPOSE?

	CUSTOMER_ID	SPCLTY_1	SPCLTY SCORE	FULL NAME	FULL NAME SCORE	ADDRESS LINE 1	ADDR_LINE_1 SCORE	CITY	CITY SCORE	STATE	STATE SCORE	
CR	12345678	GP		JON DOE		25 S CABLE RD		LIMA		ОН		Total Sacra Ontion 1
	7896543	PHR	100	JON DOE	100	25 W RDA ST	65	LIMA	100	ОН	100	Total Score Option 1
	6896541	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	465
ata	4896542	PHR	100	JON DOE TIN	83	126 W HIGH ST	56	FOSTORIA	45	ОН	100	
d D	5896543	PHR	100	JON DOE TIN	83	126 W HIGH ST	56	FOSTORIA	45	ОН	100	
Integrated Data	9896544	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	
egr	3896545	PHR	100	JON DOE TIN	83	15885 WOLF RUN	63	FINDLAY	63	ОН	100	
Int	2896546	PHR	100	JON DOE TIN	83	123 W HIGH ST	56	FOSTORIA	45	ОН	100	Total Score Ontion 2
	1896547	PHR	100	JON DOE TIN	83	123 W HIGH ST	56	FOSTORIA	45	ОН	100	Total Score Option 2
	8896547	PHR	100	JON D TIN	60	25 S CABLE RD	100	LIMA	100	ОН	100	460



Proprietary and Confidential





Can we mimic Data Steward's intelligence?

Data Steward's historic efforts are translated to make the modeling dataset



ZOOM IN - Sample input model training data

RECORD	MAX SCORE FULL_NAME	MAX SCORE ADDR_LINE_1	MAX SCORE CITY	MAX SCORE STATE	MAX SCORE CLUSTER	TAG
101	84	52	100	100	100	0
102	73	90	100	100	0	0
103						
104	75	100	100	100	100	1
105	25	67	100	100	100	0
:	÷	÷	ŧ	÷	:	:
106	91	100	100	100	100	1

Model Development



Learning Engine

Advanced ML algo. Like Neural Network, Tree based or SVM to mimic data steward's intelligence

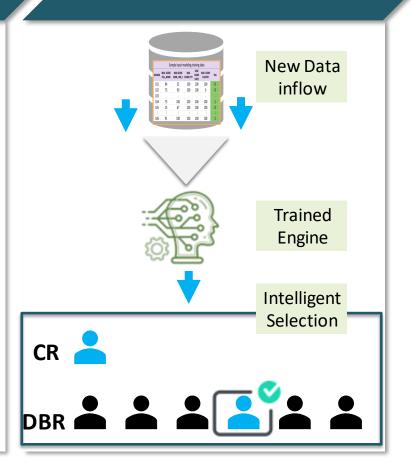


Model diagnostics good for development?



Test validation

Scoring Mechanism





HOW DATA ENRICHMENT FROM IQVIA AND GOOGLE LEADS TO BETTER MATCH RATE









Scenario 1:-

Information in HCM match output record can conclude merge decision

SOURCE	PARTY_ID	CUSTOMER_ID	SPCLTY_1	SPCLTY_1 SCORE	FIULL_NM	FULL_NA SCORE	ADDR_LINE_1	ADDR_LINE_1 SCORE	CITY	CITY SCORE	STATE	STATE SCORE	DISTANCE SCORE
CR	232635	2326463			LORENA CAM		120 E CLIFF DR		EL PASO		TX		
INTERNAL	232635	1844303	ANCI		LORENA CAM	100	120 E CLIFF DR	100	EL PASO	100	TX	100	93
INTERNAL	232635	1844303	ANCI		LORENA CAM	100	120 E CLIFF DR	100	EL PASO	100	TX	100	93

Highest matching score across different attributes coming from HCM record



HOW DATA ENRICHMENT FROM IQVIA AND GOOGLE LEADS TO BETTER MATCH RATE

Scenario 2:-

HCM feed independently failed to conclude merge decision while information enriched from IQVIA lookup data conclude merge decision

SOURCE	PARTY_ID	CUSTOMER_ID	SPCLTY_1	SPCLTY_1 SCORE	FULL_NM	FULL_NM SCORE	ADDR_LINE_1	ADDR_LINE_1 SCORE	CITY	CITY SCORE	STATE	STATE SCORE	DISTANCE SCORE
CR	233801	380137	NRP		PAIGE TURPIN		20 CEDAR ST STE 100		HOLT		MI		
INTERNAL	233801	27231	NRP	100	PAIGE ELIZABETH HOARD	36	1734 TANAGER LN	33	KALAMAZOO	15	MI	100	48
		·							·				
									·				
INTERNAL	233801	27231	NRP	100	PAIGE ELIZABETH HOARD	36	13796 MYRTLE DR	44	DEWITT	20	MI	100	67
IQVIA	233801	27231	NRP	100	PAIGE ELIZABETH TURPIN	71	20 CEDAR ST	76	HOLT	100	MI	100	89
IQVIA 💸	233801	27231	NRP	100	PAIGE ELIZABETH TURPIN	71	20 CEDAR ST	76	HOLT	100	MI	100	89
IQVIA	233801	27231	NRP	100	PAIGE ELIZABETH TURPIN	71	3413 WOODS EDGE	39	OKEMOS	20	MI	100	80
IQVIA	233801	27231	NRP	100	PAIGE ELIZABETH TURPIN	71	3413 WOODS EDGE	39	OKEMOS	20	MI	100	80

Highest matching score across different attributes coming from IQVIA record



HOW DATA ENRICHMENT FROM IQVIA AND GOOGLE LEADS TO BETTER MATCH RATE

Scenario 3:-

HCM and IQVIA feed independently failed to conclude merge decision while information used from google to enrich IQVIA record concluded merge decision

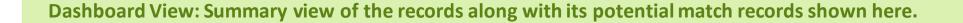
SOURCE	PARTY_ID	CUSTOMER_ID	SPCLTY_1	SPCLTY_1 SCORE	FULL_NM	FULL_NM SCORE	ADDR_LINE_1	ADDR_LINE_1 SCORE	СІТУ	CITY SCORE	STATE	STATE SCORE	DISTANCE SCORE
CR	23386657	23386657	NEP		MAHMD KAMEL		40 N HABANA AVE STE 107		ТАМРА		FL		
INTERNAL	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	12662 TELECOM DR	24	TAMPA	100	FL	100	
				•	·	•				•		•	
		•		•		•				•			
INTERNAL	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	600 OAK ST	40	PESHTIGO	15	WI	0	45
IQVIA-Google	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	2800 E AJO WAY	36	TUCSON	18	AZ	0	67
IQVIA-Google	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	1501 N CAMPBELL AVE	55	TUCSON	18	AZ	0	67
IQVIA-Google	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	40 N HABANA AVE	81	TAMPA	100	FL	100	91
IQVIA-Google	23386657	1514651	NEP	100	MAHMD TURKI KAMEL	81	96 JONATHAN LUCAS ST	40	CHARLESTON	13	SC	0	33
		•.				•						•	
IQVIA-Google	23386657	1514651	NEP.	100	MAHMOUD TURKI KAMEL	81	12662 TELECOM DR	24	TEMPLE TERRACE	42	FL	100	89
IQVIA-Google	23386657	1514651	NEP	100	MAHMOUD TURKI KAMEL	81	600 OAK ST	40	PESHTIGO	15	WI	0	45

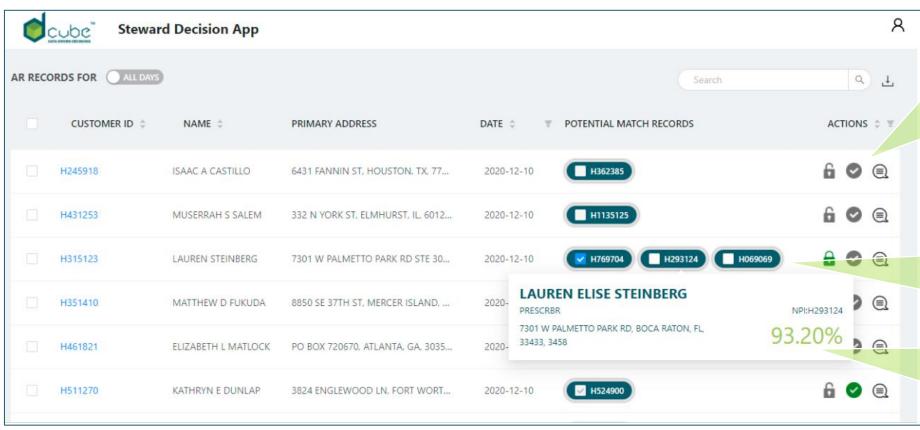
Highest matching score across different attributes coming from google enriched IQVIA record





UI SHOWCASE (DASHBOARD VIEW)





Actions include selection of records for merge and downloading the results of the merge for actionizing in HCM

This helps Data
Stewards manually
Integrate the
outcomes of the
Selection. Records
identified for merge
can be manually
actionized in HCM.

Pills based on the confidence score along with necessary details to identify the record

Selection of records for merge would be assisted by the details provided.

Merge recommendations along with the confidence score is shown here

The recommendations helps Data Stewards to focus on the right records.



UI SHOWCASE (DETAILED VIEW)

Detailed View: Attributes of the selected record along with potential duplicates are available side by side

CUBC [™] S			А				
SOURCE	CUSTOMER	OVERALL	NAME	SPECIALTY			
	ID	PERCENT			ADDR_TYPE	ADDR_LINE_1	
INPUT RECORD	H315123		LAUREN STEINBERG	US	OTHER_ADDR	7301 W PALMETTO PARK RD STE 303A	
— мрм	H293124	93.2 %	84%	0%		84%	
III DIII	11233124	53.2 %	LAUREN ELISE STEINBERG	DGP	OFC_ADDR	7301 W PALMETTO PARK RD	
NPPES	H293124		LAUREN STEINBERG		DOM	7301 W PALMETTO PARK RD 303A	
IQVIA	H293124		LAUREN STEINBERG	PHTH	Office	400 TAMIAMI TRL S	
IQVIA	H293124		LAUREN ELISE STEINBERG	DGP	PRIM_ADDR	7301 W PALMETI & PARK RD	1
HIPPA	H293124		LAUREN ELISE STEINBERG		PRACTISE_LOCATION	7301 W PALMETTO PARK RD STE 203A	1
GOOGLE	H293124		LAUREN ELISE STEINBERG	SEAR	CH RESULTS		
+ MDM	H769704	90.72 %	LAUREN ELISE STEINBERG	DGP	OFC_ADDR	7301 W PALMETTO PARK RD STE 303A	

Selected record along with potential match records are shown here with all attributes used for matching.

This view enables side by side comparison of DCR record along with the potential match records

Attribute level scores for the selected duplicate are available here

Provides visibility on how the confidence score is calculated.

Enriched records from external provider source are available just below the duplicate record.

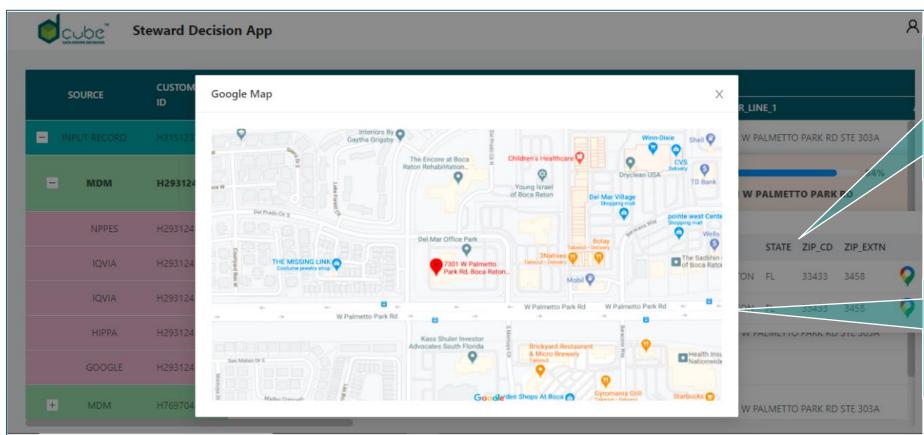
This will enable the enriched attributes to be viewed on the same screen.



UI SHOWCASE (DETAILED VIEW)



Detailed View: Attributes of the selected record with multiple instances are shown along with relevant enrichment.



For any attribute with multiple instances, all instances are shown here.

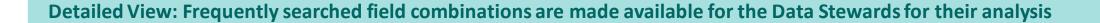
Viewing all addresses of the record together would help quick visual match.

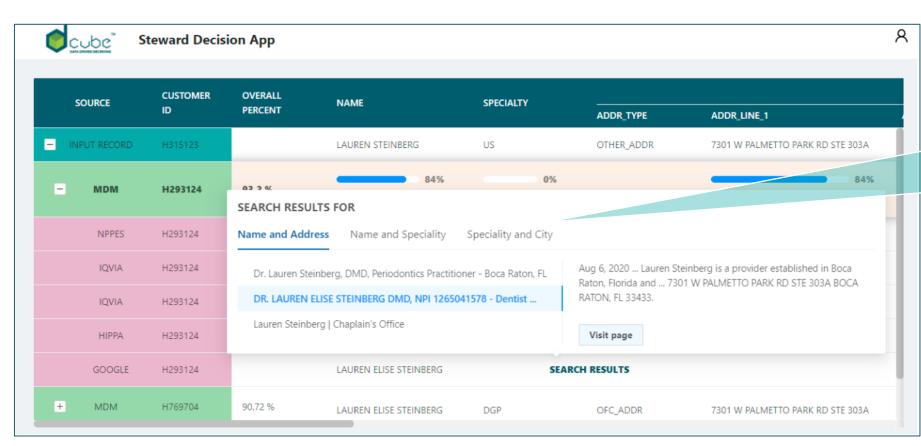
Additional information on the attributes also shown here.

Viewing address as a map component helps additional analysis.



UI SHOWCASE (DETAILED VIEW)

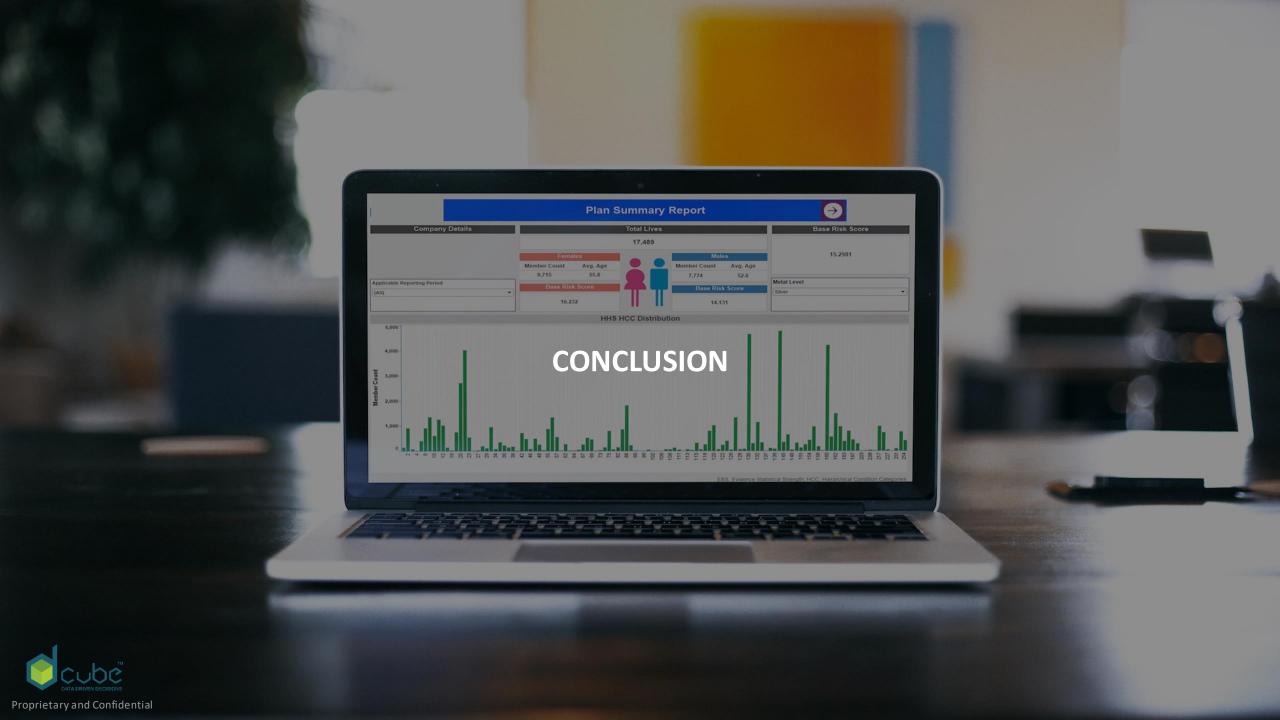




Google search results using common field combinations like name and address, name and specialty are shown here.

Helps easy navigation to the page and decision making based on these results.





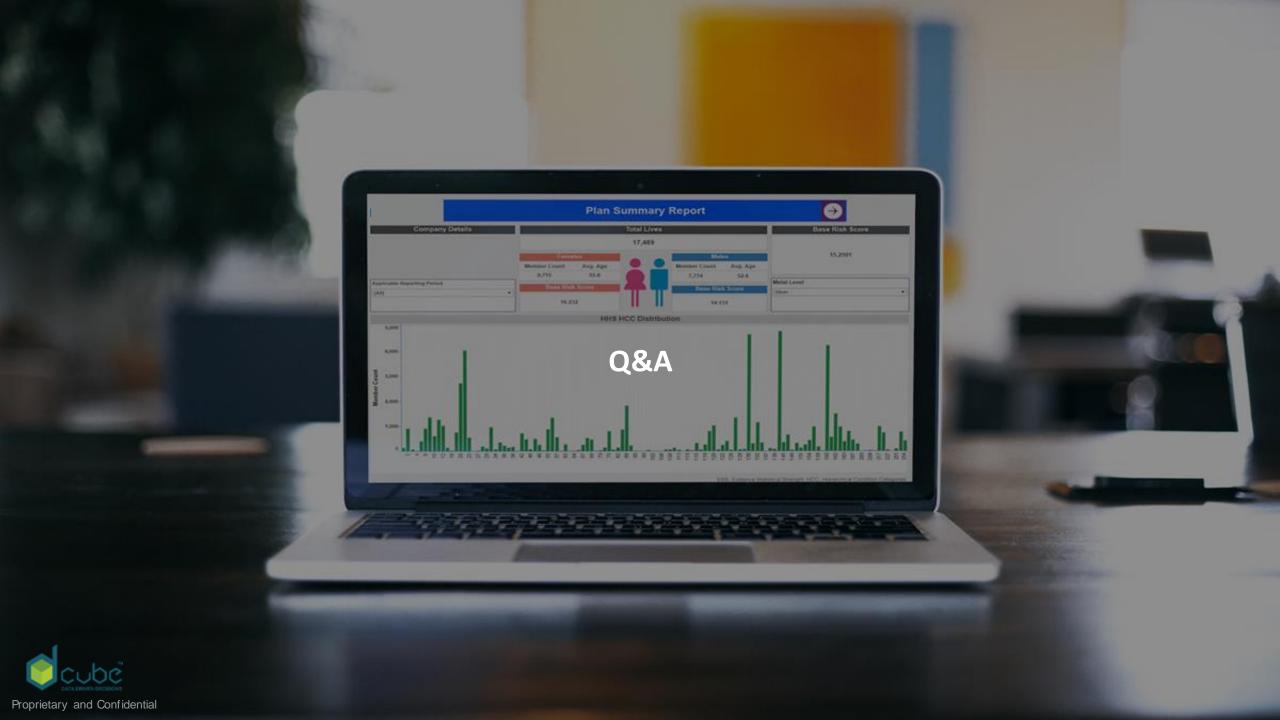


A GAME CHANGER IN THE DATA STEWARDSHIP **PROCESS**

- SIMULATE STEWARDSHIP
- **INTELLIGENT AUTOMATION**
- **PRODUCTIVITY BOOST**
- **COMPLEMENTS MDM**

D Cube Analytics has also been mentioned as a representative vendor in Gartner, How Life Science CIOs Can Build a Data-Driven Enterprise Foundation With Commercial MDM.

(Animesh Gandhi, 23 Sep 2020)



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