



## Infoblox, Inc.

In 2015, Infoblox selected Globalsoft to implement their Informatica MDM solution, mastering data between Salesforce and Oracle Financials. Development was completed in 2016.

*“Globalsoft was able to design and implement our Informatica MDM solution quicker and for less cost than other vendors we dealt with.*

*We have been very satisfied with our ongoing relationship”*

- Director, IT Applications

### Challenges

Infoblox turned to Globalsoft to address the following challenges:

- Account information contained in Salesforce and Oracle Financials had become out-of-synch, causing a lack of reliance on customer data.
- Manual data governance processes lead to backlogs and duplication of customer data
- Lack of standardization processes lead to differing customer data across various systems

### Use Case

Globalsoft was selected to design and implement a MDM solution, which involved development/configuration of the following components:

- Informatica MDM 10.0
- Informatica Data Quality 9.6.1
- D&B Direct 2.0
- Custom Java RESTful Web Services

Multi-stage delivery process using agile development methodology:

- 1-month POC to assure success and gain management buy-in
- Phase 1: “Search-before-Create”
  - Data model designed and implemented
  - Implemented “Search-before-Create” capability to eliminate the creation of duplicate accounts
  - Real-time integration with D&B added
- Phase 2: “Update & Merge”
  - Assures updates in source is approved by data stewards and published by MDM via ESB
- Phase 3: “Hierarchy”
  - Built hierarchy of account information based on enrichment using D&B Direct data

### Results

Immediate benefits were received when system went live:

- Reduction of duplicate accounts
- Increased reliance on account information for customer data
- Reduction in manual data governance activities, leading to cleaner and more up-to-date data

Due to the success of this project, Infoblox entered into a long-term relationship with Globalsoft for the provision of MDM services:

- Managed Service for MDM Development
- Managed Service for Production Support of their MDM system

### Company Profile



3111 Coronado Drive  
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Sector: **Technology**

Industry: **Communication Equipment**

Full Time Employees: **804**

### About Globalsoft

Globalsoft, Inc. delivers cutting-edge technology products and consulting services to users of MDM software. We have the industry's deepest expertise in Informatica MDM and Reltio Cloud, based on years of outstanding client service and a proven track record of successfully helping software vendors across a wide range of industry segments meet their customer's needs.

Globalsoft is unique in its ability to deliver exceptional value to both solution-owners and solution-providers. Our experience working with clients to solve their challenges provides us with customer insight when working with vendors and their products. And our intimate knowledge of a vendor's technology allows us to assist clients with greater breadth and depth.

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