globalsoft

Infloblox, Inc.

After the successful launch of its Informatica MDM solution, Infoblox looked to put in place Production Support operations for their new, now mission-critical, Data Governance solution.

> *"Globalsoft had been stellar during the design and development of our Informatica MDM and IDQ solutions. Their understanding of the technology and use case for MDM was essential to the project's success. We wanted to leverage this experience with our project, combined with their deep product knowledge and vendor relationships for our operational support team."*
>
> -   Director, IT Applications

Challenges

Infoblox approached its development partner, Globalsoft, to address the following challenges:

- Production Support for Data Governance systems
- Cost effective delivery of service
- 12 x7 Support Coverage 6am to 6pm Pacific time

Use Case

Globalsoft provides a managed service for MDM Production Support:

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

Globalsoft's MDM Production Support provides the following services:

- Analyze and troubleshoot problems and coordinate with Infoblox to resolve
- Assist Data Stewardship team to support management of MDM data
- Interface with Vendor support to log support tickets and represent issue with vendor (both Informatica and D&B)
- Hot fix and Patch installation
- Fix bugs and roll them into production
- Installation and configuration of MDM Hub Analyzer
    o   Globalsoft's monitoring and reporting solution for MDM
- Data Stewardship assistance
- Assistance with Match & Performance Tuning
- Development & Maintenance of operational documentation

Offshore model:

- Cost effective delivery from Globalsoft's offices in Bangalore
- Pool of support engineers specializing in MDM
- Access to MDM development team for Infoblox
- Access to Globalsoft's MDM Practice

Results

Immediate benefits were received when system went live:

- Close to 100% uptime for all system components
- Proactive Monitoring and Maintenance
- Issues are being tracked and resolved quickly
- Infoblox resources are spending far less time with operational matters
- Eliminated dedicated MDM Developers used to support MDM

Company Profile

Infoblox
CONTROL YOUR NETWORK

3111 Coronado Drive
Santa Clara, CA 95054
408-986-4000
http://www.infoblox.com

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.

255 N Market St.
San Jose CA
www.globalss.com