

JLL | Jones Lang LaSalle

Jones Lang LaSalle (JLL) is an American Fortune 500 commercial real estate and investment management services company that provides services to institutional and retail investors, and to high-net-worth individuals around the world. Being the second largest of its kind in the world, JLL has a vast amount of information that is managed using Informatica MDM and enriched with D&B data. In Spring 2020, JLL decided to move from D&B Direct 2.0 to a faster and more robust D&B Direct+ for their data enrichment needs and reached out to Globalsoft to help design and implement a solution for the same.

“D&B Data Enrichment solution has been helping us master our customer records for a few years but the faster, clean and robust Direct+ connectors from Globalsoft has completely revitalizes our MDM Solution. We can now process over ten times more records than what we used to.”

- Director, Master Data Management

Objectives

JLL wanted to continue using D&B data which was initially available via custom code that directly accessed the D&B Direct 2.0 API, but replace it with a new and improved packaged software connector, designed specifically for Informatica MDM, D&B Direct+ for both Data Enrichment and Monitoring. This migration would enable JLL to achieve following objectives:

- Faster Records processing Speed – Process 100,000 records in 2 hours as compared to previous 24 hours
- Continuous updates of the enriched data from D&B using Monitoring service
- Custom implementation to accept data from Multiple source systems to maintain flexibility & control on their data
- Maintain the currently used HANSA logic to automatically select a match from a list of candidates supplied by D&B

Use Case

Packaged Software Components:

- **E360 Customer Connector** – a connector to Informatica MDM providing real-time access to D&B Direct API
- **D&B Direct Monitor** – stand-alone application providing DUNS registration and retrieval and processing of change notices issued by D&B with updated information about Customers

Data Enrichment:

- **External Source Systems** - Records are created in CRM (source systems) and loaded via IDQ and mastered in Informatica MDM.
- **Automatic Match Selection via HANSA Code** - Upon mastering, *identity resolution* call is made to D&B via E360 Connector and multiple matches are returned. Globalsoft delivered a solution that incorporates HANSA logic along with D&B matching tool for selection of the best match.
- **CMPELK call triggered by Merge** - provides company details including key executives, sales data, and related organizations.
- **Monitoring** – Retrieves change notices that D&B publishes and updates MDM records according to JLL governance and MDM match & merge rules.

Implementation:

- **D&B Direct QuickStart** - JLL purchased packaged solution from Globalsoft for a quick and cost-effective implementation.

Results

Globalsoft was able to enhance JLL’s existing Data Enrichment solution in a **quick, seamless, and cost-effective** manner. JLL is now able to master large number of records in a well-integrated environment while keeping their traditional data matching protocols.

Company Profile



200 E. Randolph St.
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www.jll.com
Sector: **Real Estate**
Full Time Employees: **91,000**

System Details

OS	Windows
MDM	INFA MDM 10.3
ETL	IDQ
Hosted	No
UI	Informatica Data Director
DB	SQL Server 2016

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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