Application Support for Informatica MDM

A reliable and cost-effective service for managing and administering the operations of your Informatica MDM to assure its optimal performance

Support from MDM Experts

Cost Effective & Low Risk

Operational Insight

Identify Actionable Events

Supporting Informatica MDM Operations

Managing the operations of your MDM solution means delivering trusted data to users and systems throughout your organization in a timely manner. In order to do so, you need constant Application Support for your solution to be functioning and accessible with data that can be relied upon.

Informatica provides exceptional Product and Infrastructure Support during implementation; however, the client is responsible for a variety of on-going administrative and operational support tasks to keep their MDM solution functioning at an optimal level. To ensure that the MDM system is properly supported for such activities, it is recommended to utilize experienced support engineers and empower them with MDM-specific tools that provide essential insights. For those who are looking to off-load the responsibility of production support, Globalsoft offers a cost-effective solution with deep platform and solution knowledge.
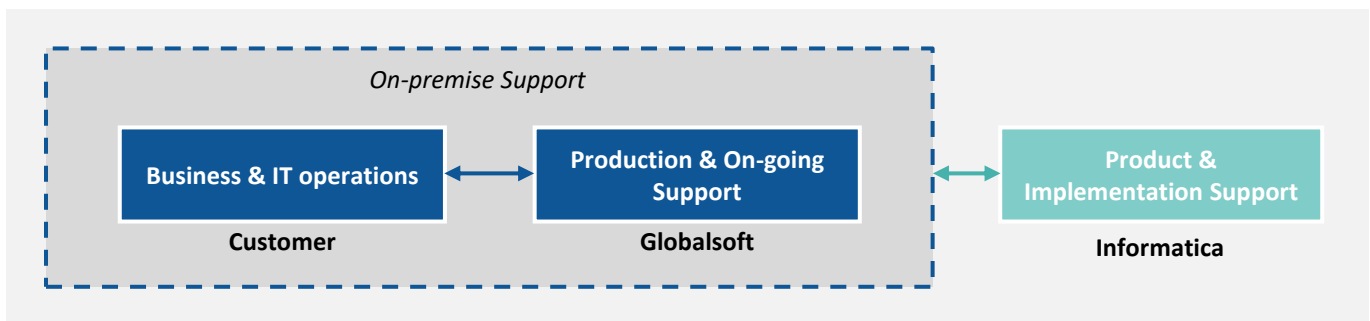
Application Support from Globalsoft

Application Support for Informatica MDM is offered as a managed service and is tasked with keeping your MDM solution performing at optimal levels, resolving any issues that impact operations, managing access and security, and reporting on activities to the management. These operations are summarized in weekly reports that include analysis and recommendations.

What you get?

- Single Point of Contact
- Monitoring of Daily Operations
- User Management
- Performance Reporting
- Issue Mitigation
- Data Load
- Data Stewardship assistance
- Documentation

On-premise Support

Business & IT operations	⟷	**Production & On-going Support**		**Product & Implementation Support**
Customer		**Globalsoft**		**Informatica**

Service Level	ICHS	On Premise
Coverage: — Days per week — Hours per day — Time zone	5 8 IST	
Dedicated Point of Contact		
Environments	Cloud	Production
Daily Monitoring & Alerting: • Monitoring of Dashboards • Alert Response/Notification • Issue Identification	✓	✓
Performance Reporting: • Weekly reporting package • Analysis and interpretation of activity & metrics • Recommendations	✓	✓
Interface with Vendor support to log support ticket and represent issue	✓	✓
Interface with Vendor support during the remediation of an issue and follow through with remediation instructions	✓	✓
Coordinate for shutdown/startup of the application and environments during planned and unplanned maintenances	✓	✓
Coordinate and perform any data purges/cleanup processes on a regular basis	✓	✓
Hot Fix & Patch installation		✓
Load data into MDM landing tables for development and testing purposes	✓	✓
Analyze and troubleshoot problems and coordinate with customer to resolve issues	✓	✓
Contribute to data staging, cleansing, matching, merging, and access to Master Reference data	✓	✓
Assist Data Stewards team to support management of MDM data	✓	✓
Fix implementation bugs and roll them into production	✓	✓
Design and implement solution for enhancement requests and roll them into production	✓	✓
Contribute to Data Modeling and ETL/Database enhancements	✓	✓
Contribute to capacity planning projects	✓	✓
Contribute to monitoring and enhancing data integration between the source systems and MDM, and between the cleanse engine and MDM	✓	✓
Assist in performance tuning activities	✓	✓
Documentation - prepare and maintain appropriate and necessary documentation for successful operations: a. Operations Guide b. Architecture Diagrams and descriptions c. Process diagram d. SDLC process	✓	✓
Participate with project development teams to represent the production view point	✓	✓

Managed Service

Application Support for Informatica MDM is offered as a managed service; a pool of resources is used to provide clients with the best possible service. The resource pool has a varied and deep experience base, able to tap into strong skills sets that are the most appropriate for the job required. As a managed service, Globalsoft is able to offer the service at a very cost-effective price point.

About Globalsoft

Globalsoft is an MDM-focused global software consultancy with over twenty years of experience helping customers and vendors solve challenges with Data Management and Integration. For customers of Informatica MDM, Globalsoft has developed products and solutions to maximize the return from MDM, and its extensive experience makes Globalsoft a preferred provider of MDM services.