Monitoring & Support Services for MDM

a Globalsoft Managed Service

globalsoft

*A cost-effective managed service providing Monitoring and/or Support services
to assure optimal operations of your Informatica MDM system*

Support from MDM Experts

Cost Effective & Low Risk

Operational Insight

Identify Actionable Events

KPI Reporting

Access to Hub Analyzer

Supporting MDM Operations

Like all aspects of IT infrastructure and applications, your Informatica MDM Hub requires on-going production support to keep it operating in peak condition. Organizations can rely on existing DBAs and Application Management to keep their Database and Application Servers fully supported, but the MDM Hub requires specific knowledge about its functions, configurations, and complex sets of rules to assure that it is properly monitored and supported.

Supporting the Informatica MDM Hub requires MDM Support Engineers who are able to:
- Monitor operations and interpret unusual activities
- Identify, diagnose, and correct issues
- Analyze and resubmit rejected records and failed jobs
- Analyze failed match activity and recommend match rule optimization
- Administer Users and security privileges
- Interface with vendor technical support

To ensure your MDM system is properly supported, it is recommended to utilize experienced support engineers and empower them with MDM-specific tools that provide essential insights in MDM Hub operations.

MDM Monitoring & Support Services
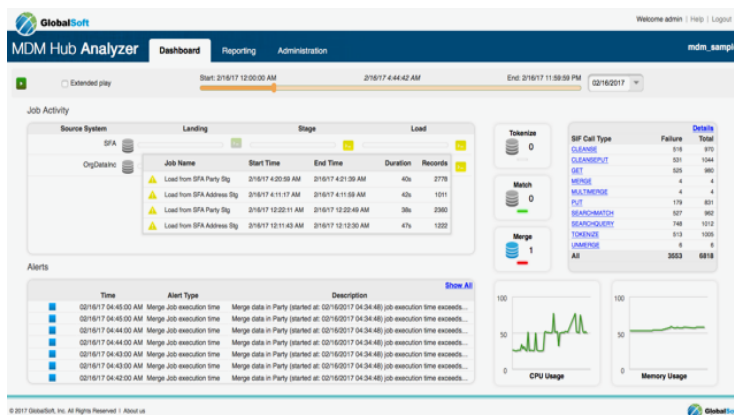
Globalsoft's Monitoring and Support Service has been designed to meet the needs of organizations looking for a better way to support their Informatica MDM Hub system. It provides insight into the operations of the Hub with ongoing production support services to keep the Hub in optimal health.

By offering a choice of service levels, there is an option for every need. Cost effective services are delivered by experienced MDM Support Engineers, able to glean insights from operational data to keep the MDM Hub performant and reliable.

Globalsoft's Monitoring & Support Services combine cost-effective support with detailed insights into the operations of your MDM system. MDM Support Engineers monitor MDM operations using Globalsoft's innovative MDM Hub Analyzer and respond to abnormal activity. Operations are summarized in weekly reports that include analysis and recommendations. Support activities keep MDM systems up-and-running, troubleshoot issues, and assist with enhancements, upgrades, and performance tuning.

Service Level	Monitoring	Production Support		
		A	B	C
Coverage: — Days per week — Hours per day — Time zone	5 8 IST	5 8 IST	5 8 Client	7 24
Dedicated Point of Contact		✓	✓	✓
Environments	Production	All	All	All
Daily Monitoring & Alerting: • Monitoring of Dashboards • Alert Response/Notification • Issue Identification	✓	✓	✓	✓
Performance Reporting: • Weekly reporting package • Analysis and interpretation of activity & metrics • Recommendations	✓	✓	✓	✓
Client Access to MDM Hub Analyzer	✓	✓	✓	✓
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 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			✓	✓

List of MDM KPIs that are monitored

Throughput:
- Records Loaded by second
- Records Cleansed per second
- Records Tokenized per second
- Matches per second
- Merges per second
- Slowest Jobs by job type
- System Resources
- Average rate of Load & Merge

SLA:
- Daily System Usage
- Processing Time by Day of Week
- Long Running Jobs
- Summary of Alert activity

Match & Data Quality:
- Match count per Match Rule
- Un-Merge count per Match Rule
- Manual Matches Merged count
- Rejected Records count
- Validated Address count

Data Capacity:
- Consolidated Object Count by Object & State
- Cross Reference count by Object & State
- Base Object count by Source System
- History Record Count
- Tablespace Used over Time

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.

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