

Production Support for Reltio Cloud

a Globalsoft Managed Service

Production Support for Reltio Cloud is a reliable and cost-effective service for managing and administering the operations of your Reltio Cloud solution

Monitoring & Alerts

Reltio Cloud delivers enhanced data management and analytics, empowering users with more and better information. With a cloud-based service, your support requirements are reduced, but not eliminated. There are a variety of support functions that still need to be performed to keep your Reltio Cloud solution functioning at an optimal level.

Operations and Management

Issue Resolution

Support from Reltio

Reltio will assure that Reltio Cloud is operational and available, that any platform issues are investigated and fixed, and will backup data according to defined schedules. But beyond that, the administrative and operational support tasks are the responsibility of the subscriber.

Operational Reporting

For those subscribers who are looking to off-load the responsibility of production support, Globalsoft is offering a cost-effective solution with deep platform and solution knowledge.

Production Support from Globalsoft

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

Faster & Better

Globalsoft has been deploying, supporting, and managing MDM solutions for over 10 years. With such deep understanding of the domain and technology, Globalsoft is able to provide expert, high-quality, management and support for Reltio Cloud, and able to respond to issues faster.

More for Less

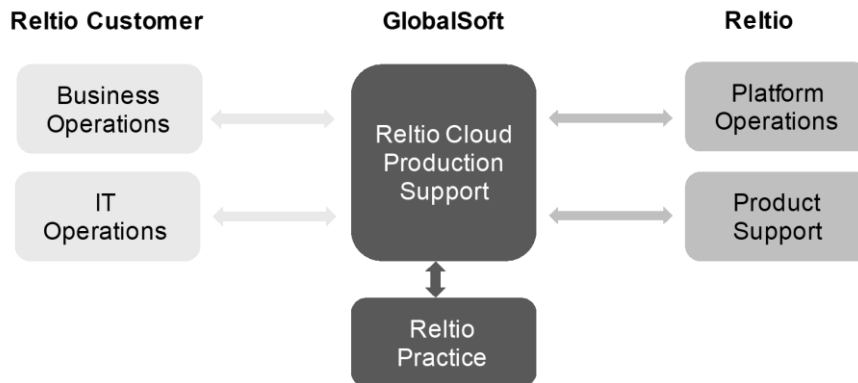
With cost-effective options available from our Bangalore operation, subscribers are able to get much more for their dollar while spending much less.

Globalsoft Production Support is a single point of contact for subscribers, simplifying the support process, and Globalsoft has established a direct line with Reltio to accelerate the mitigation of any issues.

Support Model

All questions related to Reltio Cloud are funneled through the Production Support desk, with L1 triage. Issues are handled according to priority, and assigned to appropriate staff for action. Communication is maintained by the Support desk, with acknowledgement and status updates.

Production Support operations are co-located with Globalsoft's Reltio Practice, quickly able to tap into any technical knowledge that may be required; Reltio-specific knowledge and MDM Best Practices are augmented with technology skills for ETL, Java, and Web Services.



Backed by Globalsoft's MDM Practice, the Production Support team are able to perform comprehensive investigations of issues. If it is found to be an issue with the Cloud environment, or Reltio platform, the Support team will work directly with Reltio to resolve and return to a fully operational condition.

Minor enhancements are included in the Production Support service, and are handled by experienced Reltio developers on staff within Globalsoft's Reltio Practice.

Managed Service

Production Support for Reltio Cloud 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.

Dedicated Resource Option

For those clients who want to rely on a specific resource, dedicated to their Reltio solution, Globalsoft offers an option of a dedicated resource(s). This allows the Support Engineer to become more familiar with client's solution:

- Resource able to develop deeper knowledge of client operations
- Resource is able to participate in development efforts

In addition to the services provided by the Managed Service:

- Participate with project development teams to represent Production view point
- Contribute to Data Modeling and ETL & Database enhancements
- Design and implement solution for enhancement requests and roll them into production

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.

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