

XTIVIA MDM Managed Services

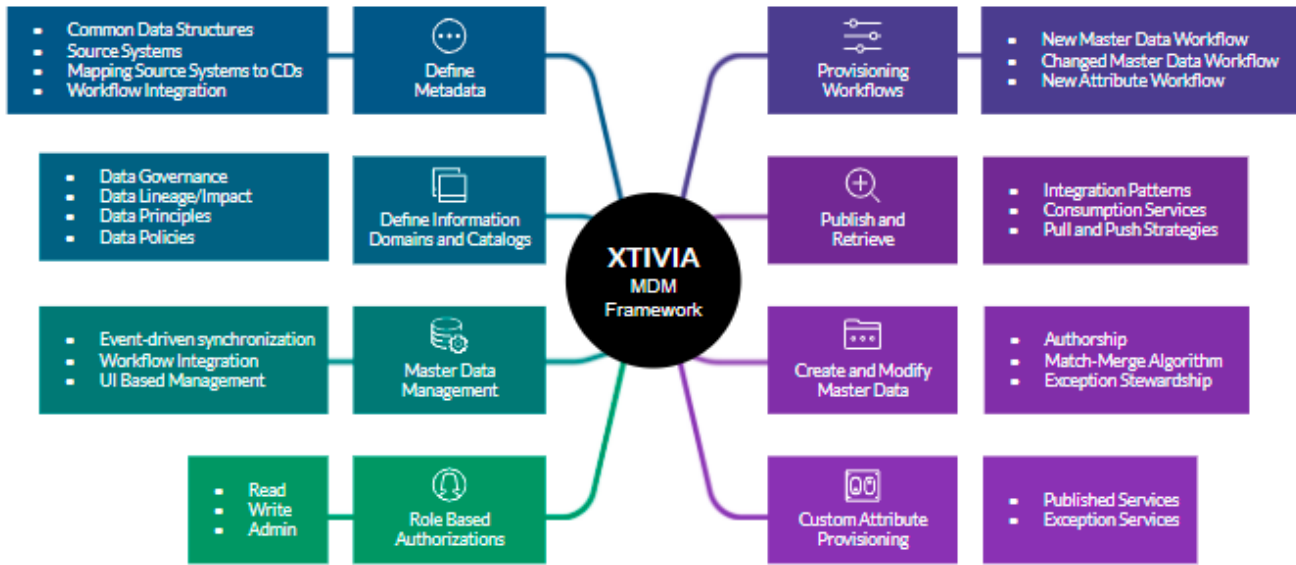
Our Client Testimonials:

“As part of a significant technology transformation initiative, we needed a partner that had deep expertise and the capacity to understand our situation as well as the ability to implement the solution. XTIVIA was that partner. As a result, we integrated hundreds of mission-critical applications rapidly.”

Fortune 500, Global VP of Architecture

XTIVIA MDM Framework

In today's data-driven world, efficiently managing your enterprise's master data is crucial for maintaining a unified view of core business entities. XTIVIA's MDM Managed Services are designed to seamlessly handle the entire master data lifecycle, from creation to syndication, using top-tier tools or custom solutions tailored to your needs. Our approach ensures your data remains accurate, accessible, and actionable.



XTIVIA's MDM Managed Services team efficiently operates your MDM platform and applications using a proven ITIL Service Management framework. Our coverage options include:

- **Gold:** 24/7 or 24/5
- **Silver:** 16/5
- **Bronze:** 10/5
- **Custom:** Tailored to your specific needs

Features of Our MDM Managed Services

Proactive Monitoring:

- **360-Degree Monitoring:** Continuous monitoring of services, applications, and environments.
- **Event Filtering:** Identifying and prioritizing critical events.
- **Multi-Channel Notifications:** Alerts via email or messaging tools.

Application Administration:

- **Qualified Support Staff:** Our team uses industry best practices to administer your MDM applications.
- **Ensuring Availability, Stability, Performance, and Integrity:** We maintain optimal performance and reliability.

Development and Management Tools:

- **ITIL-Based Service Management Tools:** Ensuring best practices in IT service management.
- **JIRA and Confluence:** Tools for productivity, efficiency, and visibility.
- **Infrastructure and Application Log Monitoring Tools:** For continuous oversight.
- **Client Accessible Dashboards:** Highlighting key metrics.

Application Enhancements:

- **Continuous Improvement:** We work with business and IT stakeholders to improve the quality, stewardship, security, and availability of master data.
- **Industry Best Practices:** Implementing ongoing enhancements to MDM pipelines and dashboards.

Status Reporting:

- **Dedicated Service Manager:** Owns service delivery, monitors service metrics, and manages critical and high-priority incidents.
- **Regular Status Reports:** Keeping the customer informed.

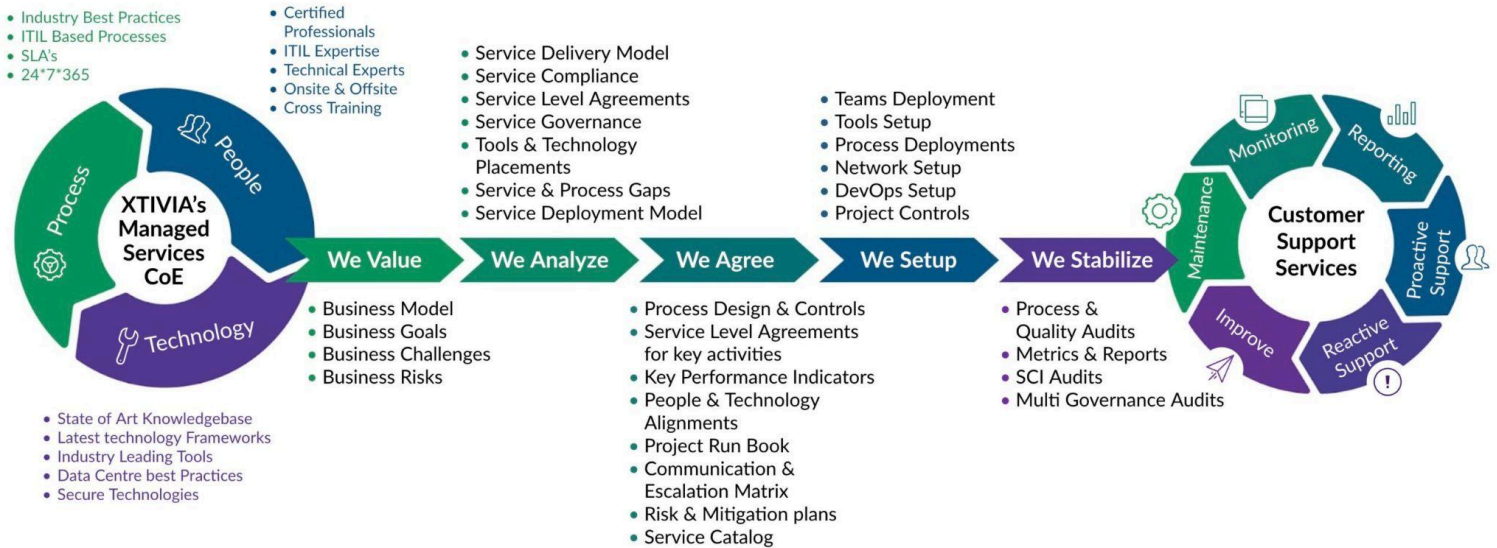
Our MDM Service Catalog

At XTIVIA, we understand that comprehensive and effective management of master data is essential for any organization's success. Our MDM Service Catalog provides a structured approach to ensure the highest level of support and maintenance for your MDM environment. Each service is meticulously designed to address specific needs, from infrastructure support to application maintenance, ensuring seamless operation and continuous improvement of your master data systems. Explore our extensive catalog to discover how our tailored services can elevate your data management strategy.

Infrastructure Support	Application Support	Application Maintenance
<ul style="list-style-type: none"> • Server Availability Monitoring • Performance Monitoring • Resource Utilization Monitoring • Access Management • Alerts Configuration • Backups and Recovery 	<ul style="list-style-type: none"> • Access Management • Monitor MDM Data Pipeline and SLAs • Monitor Data Exception Queue • Troubleshoot and fix issues • Code fixes • Code migration between environments • Data change rollback • Execute ad hoc SQLs • Maintain master/reference data hierarchies • Application data backups and recovery 	<ul style="list-style-type: none"> • Perform impact analysis • Provide ongoing enhancements • Design and code reviews • Document technical specifications and runbooks

XTIVIA Managed Services Framework

Our Managed Services Framework includes people, processes, technology elements, checklists, and best practices, enabling us to accelerate the establishment and operation of an effective and efficient Managed Services engagement. This includes continuous improvement of services based on process metrics.



XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our client's specific requirements, regardless of project complexity. Since 1992, our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com