

WE STAND BEHIND OUR SOLUTIONS

So what does “we stand behind our solutions” really mean? To us support is more than just understanding a software product. It involves a holistic approach to making sure that our preparation meets your needs.

Our support services are based on three guiding principles:

Industry Experience – people who have worked in your business and deployed your solution

Client Knowledge – we know your specific environment, and more importantly, you know us

Dedication – certified specialists that go the extra mile because we’ve been in your shoes

IMT offers a wide range of maintenance and support options to meet your MDM Support requirements:

IMT SOFTWARE SUPPORT PROVIDER (SPS)



Get support directly from the people who implemented and are most familiar with your MDM Solution. As an IBM Certified Support Provider for MDM, IMT can offer you the best combination of support, all with the backing of the IBM Factory. Support Provider Services (SPS) allows you to call IMT directly to identify and resolve issues, and also entitles you to all IBM software updates and upgrades, patches and hot-fixes.

IMT CUSTOM COMPONENT SUPPORT



Get support for customized components that IBM can't touch. Many of the IBM® InfoSphere® products allow the use of custom components or code to support extending the business functionality and use cases for which the software products were purchased. IMT is uniquely positioned to provide support for custom components and code, especially when IMT has created the components.

MDM REPORTING SERVICE



Keep track of the health of your MDM system with sophisticated reporting and analysis. The MDM Reporting Service provides on-going, monthly reports on the health of the MDM system. Reports include information regarding transactions per second, tasks processed, and records missing key data elements. Further, leverage the MDM Reporting Service to assess data quality and the resulting algorithm effectiveness.

IMT MDM MAINTENANCE SERVICE



When you need just a bit of help with your MDM now and again. Purchasing MDM Professional Services as a “Maintenance Service” gives you accelerated access to MDM product and domain experts who will assist as required on projects of many types. MDM Operations assists with routine maintenance of the MDM Hub such as automation or monitoring scripts, backups, log rotation, and troubleshooting.

IBM, the IBM logo, and InfoSphere are trademarks of International Business Machines Corp. registered in many jurisdictions worldwide.

InfoMagnetics Technologies Corporation (IMT) is an IBM Premier Business Partner that specializes in master data management (MDM), predictive analytics, identity insight, and big data software. We offer our clients identity solutions expertise based on 60+ successful MDM deployments both architecting and deploying foundational registries, across multiple industries. Let our IBM certified team help you achieve your MDM goals. Contact us at info@imt.ca

