

Reltio Cloud MDM offers industry leading SaaS master data management solutions that deliver full hosting and management of the platform with support services. However, some organizations can benefit further from assistance on complex tasks that require deep technical intervention or cross-organization facilitation across technical and business users after go-live.

IMT Reltio Application Support Management Services deliver bespoke, on-demand functional and operational services that help you achieve additional benefits from your MDM investment, with data quality optimization, daily operations management and preventative maintenance services.

**Single Point of Contact (SPOC) Help Desk**



- First-line support for user profile setup and maintenance.
- Centralized issue triage and resolution.
- Management of Reltio Support tickets.
- Issue remediation in compliance with change management policies.

**Proactive Support Services**



Manage on-demand loads, extracts, and integration with new sources or systems while monitoring and fixing large cross-walks.



Execute and monitor standard or custom utilities with daily or hourly diagnostics.



Track system health and availability and promptly escalate alerts for smooth recovery and minimal downtime.



Maintain and monitor system folders and files to optimize storage usage, organization, and costs.



Receive daily counts on member, entity and queue depths, with proactive monitoring and remediation by IMT Reltio experts.

Your IMT Technical Account Manager develops a program that's right for you and your needs, applying post-implementation best practices that suit your data composition and plans for growth.

**Reference Data Management**



Maintain RDM codes and facilitate clean-up.

**Data Quality Improvement**



Investigate and fix causes of abnormal profile growth.

**Data Cleanup and Removal**



Identify and clean up invalid or outdated records.