Managed Data Services

Comprehensive Support for PIM and MDM

✓ **200+ PIM/MDM experts**

✓ **100's of implementations**

✓ **24/7/365 peace of mind**

Outsource Data Management Services to the Experts

Whether you've just finished implementing a Product Information Management/Master Data Management (PIM/MDM) system, or have been leveraging your current one for years, you can count on Pivotree expertise and insight to optimize this business-critical system and ensure it's operating at peak performance.

Increased Uptime and System Availability

Our 24/7/365 service means your PIM/MDM system is always available, issues are addressed quickly, and potential downtime is minimized.

System Monitoring and Security

Active monitoring lets us proactively identify and address potential issues before they become problems. Strict security protocols are always in place.

Preferred Provider Advantage

To maximize the value from your data solutions over time, having one single provider that can deliver expertise to your business when you need it is vital. From software patches on demand to help planning and implementing a system upgrade, we're there for you.

Reduced Operational Costs

With outsourced PIM/MDM system support and maintenance, you can reduce your IT operational costs and the need to hire and support full time specialists.

World-Class Expertise and Training

Global experience and expertise enable us to optimize your PIM/MDM system's configuration as well as develop customized user training to meet your staff's unique needs.

We support retailers, manufacturers and distributors of all sizes and multiple industries with extensive experience in PIM/MDM system design, configuration, and deployment, as well as ongoing support and maintenance. We implement, support and service the world's leading PIM/MDM platforms across all domains. Informatica, Precisely EnterWorks, Stibo Systems and Syndigo are outstanding partners and recognized providers of exceptional technology solutions in data management.

Maximize your PIM/MDM ROI

Your system will only be as effective as the data you put into it. By ensuring your data is complete, concise, clean, and correct you can maximize the ROI on your data management investment.

Ask about our data assessment

A Cohesive Suite of End-to-End Services

From hosting, to daily monitoring and maintenance, to in depth services for your specific application, there are multiple options that will help scale and support your development and data management teams.

Choose one, two or all three services depending on your unique requirements.

General Managed Services/Hosting (GMS)

Let us handle the complicated details like application setup and software installation, security monitoring, regular backups, and performance optimization. We make sure everything runs smoothly, so you can focus on your core business instead of worrying about the technical details.

- Cloud infrastructure (AWS, Azure)
- OS patching
- Architecture cost optimization
- Infrastructure monitoring
- VM/Instance level backup and restore
- 24×7 Support

Application Managed Services (MAS)

We'll ensure your MDM application is always available and that it stays up-to-date with any and all identified patching and upgrade requirements. We also monitor 3rd-party services. When issues or errors arise, our support team will troubleshoot, find and resolve the root cause.

- MDM application
- Configuration
- Application restart
- Updates
- Logs
- Root cause analysis
- Performance optimization
- Patching/upgrades
- Scheduled activities
- Monitoring 3rd party services

Functional Application Support (FAS)

We provide end-users with technical support for issues related to functionality. This may include resolving user-reported errors, answering user inquiries, and providing training to help users maximize the application's functions.

- Deployment support
- Data model adjustment
- Existing Workflow adjustment
- Attribute definition adjustment
- Application users' permission management
- Data and business validation rule adjustment
- Import and export template management
- Code Set (LOV) maintenance
- Scheduled activities management
- Vendor and supplier portal support