

# Master Data Management Software Category

WINTER 2023 Customer Success Report







# Master Data Management Software Category

Master data management (MDM) software is a solution that manages the confidential data of an enterprise. It automates the procedure of master data management, which means it handles the information in a broader manner.

The platform is utilized mainly to maintain data integrity and for eliminating data inconsistencies and duplicated data. It scans master data aspects during data generation, processing, and resource storage. In addition, it produces a master data repository and categorizes data like people, places, processes, and other categories according to business objectives and norms.



The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:



### **CONTENT SCORE**

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform



### MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions



### **COMPANY SCORE**

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- Venture capital raised



### **Award Levels**



#### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



#### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



#### **RISING STAR**

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

### **2023 Customer Success Awards**

Check out this list of the highest rated Master Data Management Software based on the FeaturedCustomers Customer Success Report.































\* Companies listed in alphabetical order









#### ABOUT BOOMI



Boomi, a business unit of Dell, is the first and only integration solution built in the cloud, to fully exploit the value of the cloud. Organizations of all sizes from small businesses to the largest global enterprises trust Boomi to quickly connect any combination of cloud and on-premise applications. Leading SaaS players and enterprise customers such as salesforce.com, NetSuite, Taleo, oneworld, AAA, and NASDAQ rely on Boomi to accelerate time to market, increase sales, and eliminate the

464 TOTAL CUSTOMER REFERENCES

**VIEW ALL** REFERENCES

#### **FEATURED TESTIMONIALS**

Boomi has delivered direct and measurable benefits; we now have peace of mind in knowing our data is up to date and accurate across integrated systems, allowing us to connect with customers and partners, improving time-to-value externally.

MARK O'DWYER GENERAL MANAGER IT, KORDIA

**Expanding the amount of data that Wdesk users** can directly access amplifies the power of Wdesk throughout our customers' organizations. Our new integration framework helps our customers greatly improve the value of their ERP and other data.

MATT RIZAL

Boomi gives us a dedicated, cloud-based integration tool that aligns to our all-cloud strategy, and is therefore able to handle the high volumes of system-to-system data transfer that our business model requires.

**IASON CHIN** 

Sky's mission is to connect customers to more of what they love. Boomi's ability to connect data, processes and people has an extremely positive impact on the experience Sky provides its 12 million UK customers.

**OLIVE PERRINS** 













#### **ABOUT PIMCORE**

# PIMCORE® Own the Digital World

Pimcore is an award-winning Enterprise Open Source platform (recently named Gartner Cool Vendor), which delivers significant business value. 100k+ companies around the world have already chosen Pimcore because it seamlessly integrates and consolidates Product Information Management (PIM), Master Data Management (MDM), Digital Asset Management (DAM), Customer Experience Management (DXP/CMS), Customer Data Platform (CDP), and digital commerce in a single stack.

682

**TOTAL CUSTOMER REFERENCES** 

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

The centralized data is easier to manage, to recover, and above all, to control. Each department can verify and modify the data according to its competence.

Consequently, the resulting communication tools are always up to date!

ALBUM

Pimcore meets all our expectations in terms of flexibility, scalability and central management of all product-related data in one system. It fits perfectly.

KEVIN HARTMANN HEAD OF PIM, FRANZ MENSCH \*\*Setting up a Pimcore database combined with automated database publishing was the shortest path to data accuracy. We add product updates to hundreds of documents in most world languages in a snap. \*\*

MARC VAN OERS
MARKETING MANAGER, VAN IPEREN

We like most the flexible data models and that every data record is connected and automatically stays up-to-date and consistent.

**GROUPE SAFO** 















#### **ABOUT RELTIO**

# RELTIO

Innovative Global 2000 companies trust Reltio to manage their mission-critical data to win in the experience economy. Reltio Connected Customer 360 is at the heart of customer experience to drive hyper-personalization, accelerate real-time operations, and simplify compliance with customer consent and privacy laws. It's an award-winning cloud-native platform that enables business agility, real-time operations at enterprise scale, and insight-ready data for big ideas. Reltio customers include AstraZeneca, HP, Inc., PennyMac, Fairview Health, and MGM Resorts International. Cloud platform providers, AWS and Google Cloud, technology...

**TOTAL CUSTOMER REFERENCES** 



#### **FEATURED TESTIMONIALS**

■■ Master data management is a critical capability for organizations. Our research shows less than one quarter are very confident in the quality of their data. Our research also shows organizations are moving their data processes to the cloud. Reltio Identity 360 will enable organizations to experience the benefits of master data management for free. The new generation of IT executives, many of whom are digital natives, are accustomed to feature-rich freemium models that deliver lasting value. Identity 360 provides an easy path to cloud-native, multi-domain master data management for Customer 360 and Enterprise 360 as... II

DAVE MENNINGER

Frost & Sullivan believes that Reltio's platform effectively addresses industry needs through a unique combination of MDM, advanced predictive analytics (based on Spark) and machine learning (ML), a self-learning graph model, workflow, collaboration, and data-as-a-service (DaaS), all with Big Data...

FROST & SULLIVAN

■ Reltio Connected Customer 360 gives us capabilities to fuel the experiences of the future at Hyperion X with the data that matters most to our business. It gives us the business agility, enterprise scale, and the insight-ready data we need for big ideas so we can compete effectively.

MIGUEL BAPTISTA CHIEF DATA OFFICER, HYPERION X

■■ We are very impressed with Reltio. The company has re-imagined master data management: extending it, making it simpler and evolving it so that it isn't just a part of your data governance story, but also something that drives better business decisions.

PHILIP HOWARD















#### **ABOUT STIBO SYSTEMS**



Stibo Systems is the global leader in Multidomain Master Data Management (MDM) solutions. Industry leaders rely on Stibo Systems to provide cross-channel consistency by linking product and customer data, suppliers and other organizational assets. This enables businesses to make more effective decisions, improve sales and build shareholder value. During the last 30 years, Stibo Systems has helped hundreds of companies to develop a trusted source of operational information. A privately held subsidiary of the Stibo A/S group, which was originally founded in 1794, Stibo Systems' corporate headquarters is located in Aarhus,...

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**TOTAL CUSTOMER REFERENCES** 

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

■■ Stibo Systems MDM helps SGMW manage material, supplier, logistic, manufacturing, procurement and vehicle master data. It also enhances data compliance, availability and provides a trusted data source for our downstream systems. The Stibo Systems delivery team overcame technical issues and risks with their extensive experience and completed the project perfectly. ■■

LIU DEWEI MDM PROJECT MANAGER, SGMW

Apart from scoring high on the MDM solution itself, we found that as an organization Stibo Systems acted with dedication and professionally during the POC process with the installation, data handling, workshops, etc., and that influenced our decision of software and partner.

HANS-HENRIK LEVY
PROGRAM DIRECTOR, NETS GROUP

\*\*We achieved several benefits with our new multidomain MDM solution. When we had difficulties, Stibo Systems provided us the consulting expertise and collaboration we needed to finish on time and resolve issues as they occurred.

AMINATA SANOKO JEAN-ROBERT PROJECT MANAGER, SIPLEC

■ With the MDM solution STEP from Stibo Systems, we have implemented a critical component in the digitalisation of our global production network. ■

SIMON PREIS

PROJECT MANAGER, OSRAM OPTO SEMICONDUCTORS



















#### **ABOUT ATACCAMA**



Ataccama Corporation is an international software company that prides itself in delivering cutting-edge technology used for data quality, master data management, data governance, and big data. Leading financial, commercial, and government organizations choose Ataccama technologies for their proven ability to execute and deliver real business benefits.

**TOTAL CUSTOMER REFERENCES** 

**VIEW ALL** REFERENCES

#### **FEATURED TESTIMONIALS**

Ataccama, as a vendor, has been a phenomenal partner: flexibility and understanding of our needs in a pricing structure, system integration needs, deployment support, training and on-going customer engagement.

HEAD OF ENTERPRISE DATA

■ With Ataccama, we are able to do reviews of triple the number of databases in half the time.

JASON WRIGHT

■ Take a data quality product and implement it in such a quick turnout time, it's actually quite great. 🗾

**FEMI AKINTOBI** 

Because we had very high performance expectations, Ataccama was a clear winner.

MIROSLAV UMLAUF















#### **ABOUT CONTENTSERV**



Contentserv enables retailers and brands to develop the groundbreaking product experiences of the future by fully exploiting the potential offered by advanced technologies. Its vision is to make the daily lives of marketers and product teams easier by providing them with a sophisticated, complete, business-focused platform emphasizing time to value. www.contentserv.com

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### **TOTAL CUSTOMER REFERENCES**

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

If the biggest challenge was to provide our complex and hierarchical data in a readable and thus understandable form. Once we were introduced to the Product Experience Hub life became a lot easier. Thanks to the flexible configuration and user-friendly interface, we were able to immediately create the necessary endpoints to effectively provide all our systems with the right amount of data. I can confidently say that the Product Experience Hub is the glue that connects all channels.

NICO DE TROYER
MASTER DATA MANAGER VARO

\*\*Mith Contentserv, we have a central place where we can manage our media assets and our product data at the same time. This ensures that all data are always correct and up-to-date. We can finally dismantle our data silos that have grown over time and, as one team, revolutionize our product information management so that we can serve our customers even better in the future.

NICOLAS NOWAK
DIGITIZATION MARKETING MANAGER, PREFA

Contentserv enables Belimo Automation AG to deliver consistent product communication that is technically up-to-date and in the required languages. In addition, the quality of the product data has been considerably increased and it can now be reused for different systems.

STEFAN AMMAN
APPLICATION AND DATA MANAGER PIM, BELIMO
AUTOMATION AG

\*\*By automating processes, the amount of manual labor required to keep the system going was greatly reduced. The chosen workflow in the Contentserv solution dramatically improved the quality of their product data and positively impacted their information supply chain. \*\*I

ZIJERVELD















#### **ABOUT INFORMATICA**



At Informatica, we empower businesses to realize the transformative power by bringing their data to life. When properly unlocked, data becomes a living and trusted asset that is democratized across the organization. Through our Intelligent Data Management Cloud™, companies are driving better business outcomes and creating competitive advantage.

995 TOTAL CUSTOMER REFERENCES

**VIEW ALL** REFERENCES

#### **FEATURED TESTIMONIALS**

■ Informatica and Emerio gave Etiga a platform, which is built for the future. Besides delivering a powerful platform for MDM, we also have the flexibility to conduct data integration, profiling, migration and other processes—all within the same platform. It's a game-changer.

JAMES LEE

■ Good data is essential for planning and executing customer marketing strategies. Informatica's MDM - Product 360 provides relational context around that data to help us create a superior experience that stands out from the crowd.

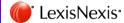
LANCE TINSETH

■ Three key reasons why we chose Informatica MDM - Product 360 were the fully configurable user interface, the ability to combine text and images together, and to review and make edits within a channel preview screen before publishing.

HEIKO CICHALA

■Informatica Data Quality is an open product that is easy to understand and to use. It is also flexible, it can be used across different types of data sets and in different operating environments.

DATA QUALITY MANAGER















#### **ABOUT PRECISELY**

## precisely

Precisely is the global leader in data integrity, providing accuracy, consistency, and context in data for 12,000 customers in more than 100 countries, including 90 percent of the Fortune 100. Precisely's data integration, data quality, location intelligence, and data enrichment products power better business decisions to create better outcomes.

409

TOTAL CUSTOMER REFERENCES

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

■ The time required to replicate data between applications has dropped dramatically. Some data used to take a full day to replicate. Now it's available immediately. ■

HARSH ANAND

MANAGER OF GROUPWARE AND IT SUPPORT SERVICES, AMWAY INDIA

Precisely was very responsive during the implementation; they were willing and able to help us out anytime we needed a hand.

PAWEL SMOLARKIEWICZ
VICE PRESIDENT OF PRODUCT MANAGEMENT, SOVOS
COMPLIANCE

■ A huge benefit is the peace of mind that comes with knowing that our data is being replicated in real-time and we can easily bring it back very quickly if necessary. ■

JOSEPH RUKAS

VICE PRESIDENT AND CHIEF TECHNOLOGY OFFICER CONNER STRONG & BUCKELEW

■Before, part of the data wasn't available for a day, and other parts not for a week. Now it's all available for analysis within minutes of the data arriving. ■

**ROBERT HATHAWAY** 

SENIOR MANAGER BIG DATA, SYMPHONY HEALTH















#### **ABOUT PROFISEE**



Profisee is a leading master data management technology company that makes it easy and affordable for any size organization to ensure a trusted data foundation for every user across your enterprise. Profisee is a true multi-domain MDM platform featuring multiple MDM implementation styles, Golden Record Mastering, data governance and stewardship, high performance matching, data quality and workflow. Profisee may be deployed on premise, or in the cloud. Independent analysts regularly find Profisee customers to be among the happiest in the industry.

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#### **TOTAL CUSTOMER REFERENCES**

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

I Having cleansed customer master data to provide to our big data analytics platform allows us to understand individual buying patterns and product consumption. That allows us to create highly targeted marketing campaigns to optimise sales and profitability.

KEVIN VASCONI

CHIEF INFORMATION OFFICER DOMINO'S

Our company typically grows by acquisition. As anyone knows, those transitions can be difficult. Now that we have a Master Data Strategy in place, we handled two major acquisitions in the last 12 months including easily integrating accounting, customer, employee and product data.

ELSA GUDBERGSDOTTIR
MDM MANAGER, OSSUR

Now that everyone is moving to big data, the true power of data is in integration. If your systems can't talk to each other, there is limited power in that data. The Profisee tool, and MDM in general, really helps to integrate and get as much out of your data as possible.

JENNY HYUN
DIRECTOR, ENTERPRISE DATA ANALYTICS, VITUITY

Simultaneously managing unique roll-ups for the same products was imperative to creating an effective MDM solution.

CAROLE HANSEN















#### **ABOUT SEMARCHY**



Semarchy is the Intelligent Data Hub™ company. Its xDM platform solves enterprise Master Data Management (MDM), Application Data Management (ADM), and Collaborative Data Governance challenges at some of the most well-known brands across the US and Europe. This agile platform leverages smart algorithms and material design to simplify data stewardship, quality, enrichment, and workflows. Organizations use the xDM platform to address challenges such as The Global Data Protection Regulation (GDPR). xDM from Semarchy is implemented via an agile and iterative approach that delivers business value almost immediately and scales to meet...

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#### **TOTAL CUSTOMER REFERENCES**

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

■■ Thanks to the data delivered by the data hub, we have also been able to set up a maturity grid with validation of the data quality measures by the business, as well as business processes to support quality improvement. The division managers come to the Data Hub to maintain the quality of their data. All of our divisions are involved to define the quality measures, which are managed by a full-time analyst, and to define action plans. ■■

ÉRIC JACOUPY
BUSINESS TECHNICAL DATA ANALYST, ZODIAC
AFROSPACE

\*\*I think they are now starting to realize the benefit of us providing them a single feed of product catalog data. They can clearly see value in terms of the lack of integration work and data issues they will have to solve as part of their project. Thanks to Semarchy, they have been able to rely on us to solve those issues for them. \*\*\*I

JAMES CARNE HEAD OF GLOBAL PRODUCT DATA, ELSEVIER \*\*What we liked about Semarchy – it involves relatively low overhead to get started, besides purchasing the cloud license; it is very lightweight, has a really nice interface, is very intuitive and user friendly. Most importantly, it can scale with us as we continue to grow. It is pretty customizable and can be tailored to fit our needs.

BEN VARDAG
DIRECTOR OF DATA SERVICES, SHAKE SHACK

■■ We have been impressed to see, during the proof of concept, Semarchy seamlessly integrate with our existing processes and display its data management and consolidation capabilities on top of our own public data in a very short time frame. We believe in Semarchy's capabilities to execute on our project. ■■

FRANK SIMON CIO, ARAYMONE

















#### **ABOUT SYNITI**

# Syniti

Syniti is an innovative, global leader in Enterprise Data Management. With smart and powerful resources like their award-winning software platform and premier consultants, Syniti helps the world's top enterprises create unique advantage and value with their data. Whether the goal is bringing new products to market faster, accelerating time-to-value for a new ERP system or corporate acquisition, powering new AI/ML initiatives, or increasing profitability by eliminating inefficiencies, Syniti ensures your business's data is a high-performing and trusted asset. Syniti is also a preferred data solution used by the world's top system integrators, and a portfolio...

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**TOTAL CUSTOMER REFERENCES** 

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

\*\*IThe [Syniti] team has helped us to understand more about the complexities and nuances of our data than we ever knew existed. Now, they're helping us to build on this foundation as we establish our ongoing data governance capabilities. We couldn't ask for a better partner in managing the data of American's most valuable asset – our people. \*\*IT\*

MARK MITCHELL

MANAGING DIRECTOR, PEOPLE SHARED SERVICES, AMERICAN AIRLINES

I Having the right data in the right format is as critical as having the right system in place, and this was one of the most effective implementations I've been a part of.

ANAND MURTHY

BUSINESS SOLUTIONS MANAGER, AUSTRALAND

II The [Syniti] Data Assessment helped us to map the fields of our Remedy system using their Data Dictionary in the Data Stewardship Platform.

Remedy system fields are cryptic and very difficult to map without this feature.

STANLEY TAKIS

PROGRAM DIRECTOR, SAP EAMS, QUEENSLAND RAIL

Syniti's collaborative, customer-first approach and deep expertise were instrumental in helping us take our data quality standards to the next level with dramatic improvement.

**JONAS ARHEIT** 

MASTER DATA MANAGER, GEBERIT















#### **ABOUT TIBCO EBX**



TIBCO EBX helps organizations manage their most important data. They provide a software solution—EBX—that lets users manage, govern and share any and all data assets, including master data, reference data and meta data, because they know that effective data management often requires more than a point solution. For over fifteen years, Orchestra Networks has focused on providing a multidomain data management solution so flexible that it can manage data needs you may not even have thought of yet.

**5**5

#### **TOTAL CUSTOMER REFERENCES**

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

Our data governance platform needed to solve problems with out-of-box functionality and be fully customizable if our IT teams wanted to pursue that. We found EBX software to be able to provide all this, and we've been pleased with the results.

JASON WINGATE
ENTERPRISE EBX PRODUCT OWNER, KOCH INDUSTRIES

\*\*TIBCO has proven the key solution for MDM and process automation. TIBCO's flexibility has really paid off, allowing us to make changes as quickly as needed. \*\*\*

KSHITIJ SHARMA DIRECTOR DIGITAL, PARKLAND The use of TIBCO EBX is part of a major modernization program across technology and business, allowing improved reference data management and usage, providing scalable, resilient, and always-on solutions.

KEITH CHAMBERS

DATA INTEGRATION PRINCIPLE, EUROPEAN BANK

••One positive business result we're seeing from using EBX software is that it is giving business users access to their data in a more real-time way.

DAVID CUELLAR SOLUTIONS ARCHITECT, NETSPEND







**BUSINESS SOLUTIONS** 













#### ABOUT DENODO TECHNOLOGIES



Denodo is the leader in data virtualization – providing unmatched performance, unified access to the broadest range of enterprise, big data, cloud and unstructured sources, and the most agile data services provisioning and governance – at less than half the cost of traditional data integration. Denodo's customers have gained significant business agility and ROI by creating a unified virtual data layer that serves strategic enterprise-wide information needs for agile BI, big data analytics, web and cloud integration, single-view applications, and SOA data services across every major industry. Founded in 1999, Denodo is privately...

## 207 TOTAL CUSTOMER REFERENCES

**VIEW ALL** REFERENCES

#### **FEATURED TESTIMONIALS**

Denodo Platform is fully equipped to handle today's and tomorrow's data management challenges. Data virtualization provides real-time access to data. Business users do not have time to chase down data from various sources. With data services presented through a 'storefront' interface where data users can shop to find best-fit data to meet their needs, the pain of data seeking and data evaluation is quickly relieved.

**DAVE WELLS** ANALYST, ECKERSON GROUP

Denodo Data Virtualization provided Wolters Kluwer with an innovative, scalable platform to allow us to automate our processes for web-based knowledge extraction; letting us better serve our customers in the healthcare industry, and showing us what could be gained by implementing Data Virtualization across our entire enterprise.

**GUY HANAN** DATA CONVERSION MANAGER, WOLTERS KLUWER Denodo's data virtualization layer enabled us to serve the real-time data needs of our business. Since implementing the Denodo Platform, we have been able to provide 100% accurate data, 100% of the time for our various functions, particularly post-trade settlements.

#### CHESTER ENSLIN

QUALITY ASSURANCE, JOHANNESBURG STOCK

■ The Denodo Platform has improved our agility around data engineering, data integration, and data processing, while enabling us to innovate more quickly with a 360-degree view of our products.

#### **RUPESH MORE**

ENTERPRISE DATA ARCHITECT, KONECRANES

**C** AirEuropa













#### ABOUT TAMR INC.



Tamr is the enterprise-scale data unification company trusted by industry leaders like GE, Toyota, Thomson Reuters, GSK, HPE, Philips, and Amgen. The company's patented software platform uses machine learning supplemented by human expertise to unify and prepare data across myriad silos to deliver previously unavailable business-changing insights. With a co-founding team led by Andy Palmer (founding CEO of Vertica) and Mike Stonebraker (Turing Award winner) and backed by investors including NEA and Google Ventures, Tamr is transforming how companies get value from their

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#### **TOTAL CUSTOMER REFERENCES**

VIEW ALL REFERENCES

#### **FEATURED TESTIMONIALS**

ITamr proved that fast and accurate data integration results in tremendous benefits. By combining the system's machine learning with the knowledge of our data experts, we can dramatically improve the quality of our services.

MULTINATIONAL MEDIA AND INFORMATION COMPANY

■ Tamr's novel integration platform enabled us to expedite our own entity integration efforts by several months while reducing the manual effort by over 40% – a substantial achievement. ■

TIM BAKER
GLOBAL HEAD OF NEW CONTENT INITIATIVES,
THOMSON RELITERS

\*\*By being able to throw our data into Tamr, have the data be integrated, and let someone curate the information appropriately without having to build a lot of technology was a huge win for us and accelerated a core project in our pipeline by 6 months. \*\*

ROB NAZZAL

\*\*Tamr allowed us to bypass a painful manual data cleansing process. [With Tamr] I saw a very scalable solution for us which is to ingest that data into the Tamr system and have our own people teach it to match things.

SEAN COLLINS
CEO, CINCH FINANCIAL







