RDI
Refined Digital Insight

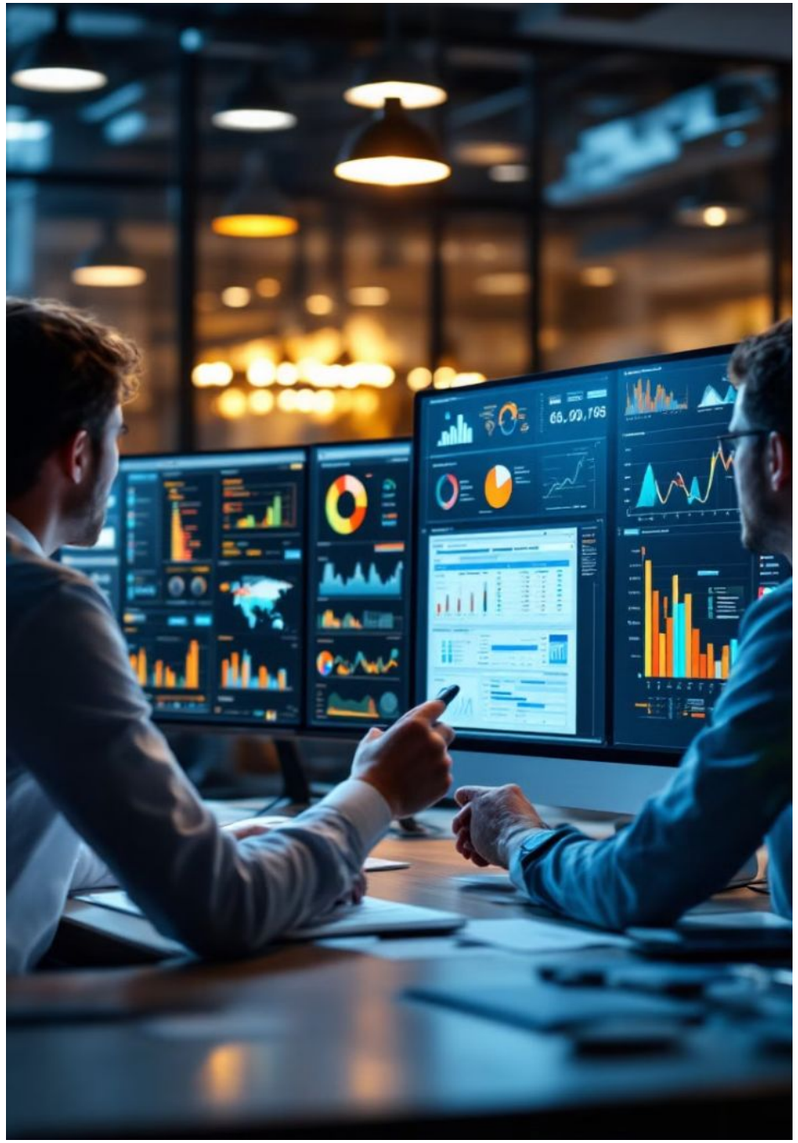
Collibra Managed Services

A comprehensive solution for organizations seeking expert management of their data governance platform.

by Discovery@RDI-Data.com
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Service Overview



Business Alignment

We understand your objectives and data governance goals through collaborative discovery.

Clear Responsibilities

We establish SLAs and define roles for platform development and support.

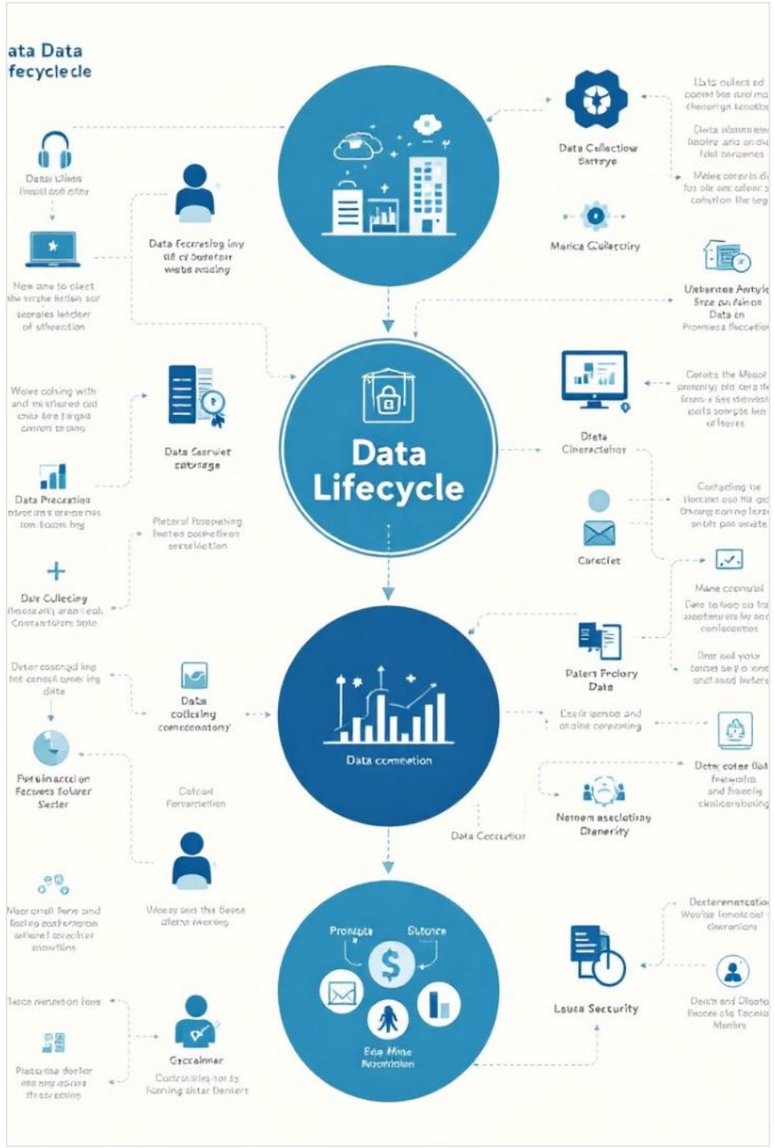
Expert Management

Our specialists provide integration, customization, and administration services.

Enhanced Compliance

We ensure operational efficiency with AI-driven tools and accelerated maturity.

Delivery Process


Data Lifecycle
Data Collection
Data Security
Data Collecting
Data connection
Data Collecting
Data Collecting
Data Collecting

Managed Service Offer Delivery Timelines

Discovery

Client leads business goals and desired outcomes walkthrough

Client provides business goal materials

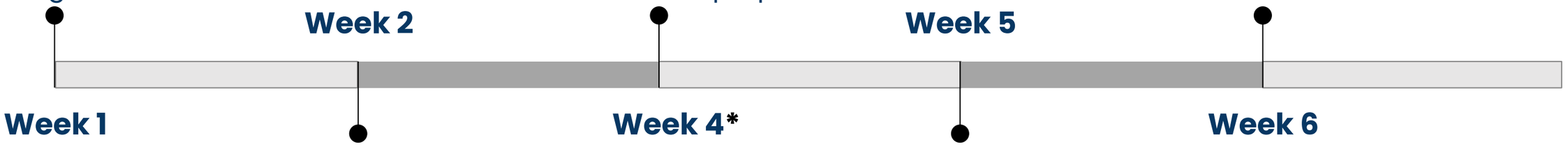
Proposal

RDI completes Managed Service proposal

Client and RDI collaborate on proposal

Management & Support

RDI begins managing Collibra platform



Client leads platform technology requirements

RDI begins platform support evaluation

Service Agreement finalized with client feedback

* Additional time maybe required, depending on complexity of client data ecosystem

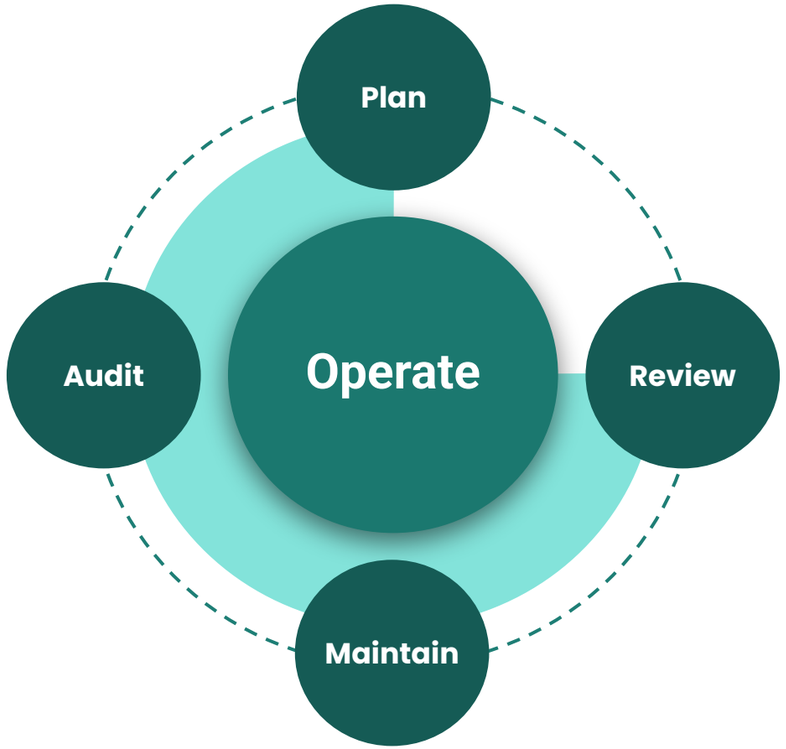
Regular Engagement Activities

Annual Planning

Strategic reviews, compliance audits, and system configuration updates.

Quarterly Audits

Metadata audits, documentation reviews, and platform housekeeping.



Weekly Reviews

Platform health scoring, optimization, and support ticket analysis.

Monthly Maintenance

Performance assessment, version upgrades, and governance reporting.

Daily Operations

System monitoring, incident management,
Basic / Regular / Premium OnLine Support
by response time

RDI-Data Managed Services for Collibra

Operate, Activate, and Scale Your Data Intelligence Platform

What This Is: RDI-Data Managed Services for Collibra deliver a structured, outcome-focused operating model to ensure the platform is healthy, adopted, and continually delivering business value. Services scale from foundational operations to metadata activation and tailored value services, matching client maturity and ambition.



Tier 1 – Core Platform Operations

Purpose: Keep Collibra stable, secure, and supported

- Basic Collibra Operations & end-user support
- Platform health checks, monitoring, alerting, tuning, patching, upgrades, & backup
- Incident management & operational reporting
- Technical support documentation

Ideal For: Compliance-driven or newly live clients



Tier 2 – Operations + Metadata Enablement

Purpose: Ensure metadato stays current and usable

Includes Tier 1, plus:

- Metadata loads via RDI connectors (up to 30 loads per quarter)
- Custom connector metadata loads (up to 6 loods per month)

Ideal For: Clients struggling to keep metodato fresh or automated



Tier 3 – Tailored Value Services

Purpose: Drive adoption, automation, and measurable outcomes

- Clients select four tailored services per year (one per quarter) from a llst including setup, integration, design, automation, reporting, audits, training, and new feature launches.

Ideal For: Mature clients seeking optimization and business value



Custom Packaging

Clients may choose custom bundles across Operations, Metadata enablement, and Tailored services. Allows alignment to budget cycles, governance maturity, and strategic initiatives (AI, cloud migration, M&A).



Why RDI-Data

Deep Collibra operational expertise. Proven metadata automation and connector framework. Focus on adoption, outcomes, and AI readiness.
Designed to complement Deloitte-led governance programs.

Bottom Line: RDI-Data Managed Services transform Collibra from a maintained platform into a continuously delivering data intelligence capability.