

Informatica Global Customer Support

Great Products are Just the Beginning

Vice President

Service Delivery Management

A Leading Financial Services Institution

“Due to your professional response in the face of difficult technical problems, we were able to resolve issues that threatened to impact a key project. Your dedication, focus and willingness to work as a team were instrumental in our success.”

BENEFITS:

- Well engineered, comprehensive set of support programs tailored to fit your needs
- Immediate and simplified access to Global Support Centers using a single toll-free line
- Consistent and reliable support processes that you can expect every time and in each location
- Rapid turnaround on critical issues and delivery of fixes to ensure your project is on time, every time

Mission-Critical Data Integration Requires Superior Customer Support

Informatica recognizes that the success of your enterprise data integration strategy depends not only on the strength of the software, but also on superior and timely service and support. Informatica's enterprise data integration platform is feature-rich and ready for mission-critical deployment. With so many features and product nuances that often get highlighted only when issues arise, your organization needs timely and effective support, especially during crunch times.

Your organization needs Informatica Global Customer Support.

Through strategically located Support Centers in North America, Europe, and Asia, we are able to support you and your Informatica software deployment—be it a regional installation or a geographically-dispersed project.

In today's global economy, teams that support enterprise software span multiple geographic locations and languages. Consequently, we have staffed our talent pool with engineers who speak English, French, German, Dutch, Japanese, Mandarin, and Korean.

To support your organization's current and future data integration challenges, Informatica is continuously innovating. We research the software support market continuously to incorporate the latest advances into our business process. We also innovate organically by listening to customer feedback at every opportunity to further strengthen our best practices.

Choose Your Support Level

Premium

Tailored for medium and large enterprises, this program provides 24x7 access to our support staff globally for P1 issues covering you against costly downtime due to process or technical errors.

As part of this program, you also can choose to have your issues worked on a “follow the sun” basis, thereby decreasing time-to-resolve.

In addition to all that is offered in our Standard level of support, Premium guarantees you periodic advisories and alerts on known technical issues, which greatly aid your project planning.

Premium Elite

This level is designed to meet the demands of the most mission-critical applications and complex business requirements that require a proactive service option that goes far beyond conventional support. This level of support is recommended for large enterprises and Integration Competency Centers (ICCs).

Key components of this support level include a designated support engineering team and Support Account Manager. The Support Account Manager is knowledgeable about your business and systems and works towards your overall success and satisfaction. The dedicated support engineering team is an off-site extension of your team and is adept at applying their technical skills to solve your problems. This level of support includes:

- Prioritized support services such as faster response times, priority maintenance and priority escalation handling

Standard	Premium	Premium Elite
		Helpdesk Enablement
		Designated Engineering Team
		Support Account Manager
		24x7 Telephone Support
	Priority Queuing	Priority Queuing
	"Follow the Sun" SR handling	"Follow the Sun" SR handling
	Global 24x7 P1 Support	Global 24x7 P1 Support
Remote Install/Upgrade (optional)	Remote Install/Upgrade (optional)	Remote Install/Upgrade
Milestone Support (optional)	Milestone Support	Milestone Support
1-hour P1 Initial Response Target	1-hour P1 Initial Response Target	30-min P1 Initial Response Target
6 Read/Write Contacts	8 Read/Write Contacts	12 Read/Write Contacts
Emergency Bug Fix	Emergency Bug Fix	Priority Emergency Bug Fix
Configuration Support Manager	Configuration Support Manager	Configuration Support Manager
Product Upgrades	Product Upgrades	Product Upgrades
Web, Email & Telephone Support	Web, Email & Telephone Support	Web, Email & Telephone Support
Online Knowledgebase	Online Knowledgebase	Online Knowledgebase
Moderated Support Forums	Moderated Support Forums	Moderated Support Forums

- Global support, which allows you to contact any of our existing support centers in the Americas, Asia-Pacific, and Europe

Standard

This entry-level support level is aimed at small and medium enterprises that need access to conventional and reliable technical support to ensure return on their Informatica software investment.

This includes business hours telephone support in the region/center servicing the primary install location.

Included in All Support Levels

- Access to the online Knowledgebase containing more than 7,000 articles
- Universal toll-free access to our centers worldwide
- Periodic maintenance releases as and when they are generally available
- Major product releases with options currently licensed
- Patches or emergency bug fixes on critical production issues

Visit us at www.informatica.com/support

INFORMATICA
The Data Integration Company™

Worldwide Headquarters, 100 Cardinal Way, Redwood City, CA 94063, USA
phone: 650.385.5000 fax: 650.385.5500 toll-free in the US: 1.800.653.3871 www.informatica.com

Informatica Offices Around The Globe: Australia · Belgium · Canada · China · France · Germany · Ireland · Japan · Korea · the Netherlands · Singapore · Switzerland · United Kingdom · USA

© 2008 Informatica Corporation. All rights reserved. Printed in the U.S.A. Informatica, the Informatica logo, and Informatica PowerCenter are trademarks or registered trademarks of Informatica Corporation in the United States and in jurisdictions throughout the world. All other company and product names may be trade names or trademarks of their respective owners.

6686 (09/08/2008)