

Integration Competency Center Global Production Support

Informatica Professional Services

Duration: Dependent upon project scope and SLAs

IPS Staff Level: Dependent upon scope—Follow-the-sun global support is available

Overview:

As Informatica's customers have increasingly on-boarded business-critical projects onto the Informatica platform, they have found a need to respond quickly to any errors or faults that may occur. The service level agreements (SLAs) with internal business stakeholders may require 24 x 7 monitoring of processes running on the Informatica platform with response time to issues measured in minutes, not hours.

Informatica Professional Services provides Global Production Support services available through a follow-the-sun global delivery model, allowing you to rest comfortably knowing that Informatica is monitoring your organization's business-critical data integration processes. In order to respond quickly to any issues, Informatica Professional Services deploys the Metadata Reporter capability of the Informatica platform to proactively monitor processes for failures. Using a combination of pre-built and customized reports and dashboards, Informatica's proactive approach to providing production support services allows our customers to focus on innovating with the Informatica platform, rather than having to worry about ongoing monitoring.

The Informatica Global Production Support Model:

Informatica will monitor your Informatica platform remotely or onsite through our global services workforce, including resources in North America, Asia Pacific, and Europe. Customized support levels are available to monitor your Informatica platform during hours of peak usage or 24 x 7 x 365. Support levels can include basic monitoring and notification, application-level issue resolution, or process-level fix-it services. Informatica also includes planned system upgrades into all Global Production Support agreements, ensuring that you're always running on the most current Informatica release—providing the optimal level of stability and technology innovation.

Drawing on our proven, 13-year track record of innovation and leadership, Informatica has defined the standard for data integration that has delivered competitive advantage and operational excellence to leading Global 1000 companies and government organizations.

For more information, contact Informatica Professional Services at ips@informatica.com