

Application Managed Services for Customer Hosted Solutions

Benefits

- Increase operational effectiveness with experts who understand Informatica technology better than anyone
- Extend your organization's skills and capacity without having to maintain niche personnel
- Get the most out of your Enterprise Data Management solution with a service-oriented model that aligns with your organization's requirements

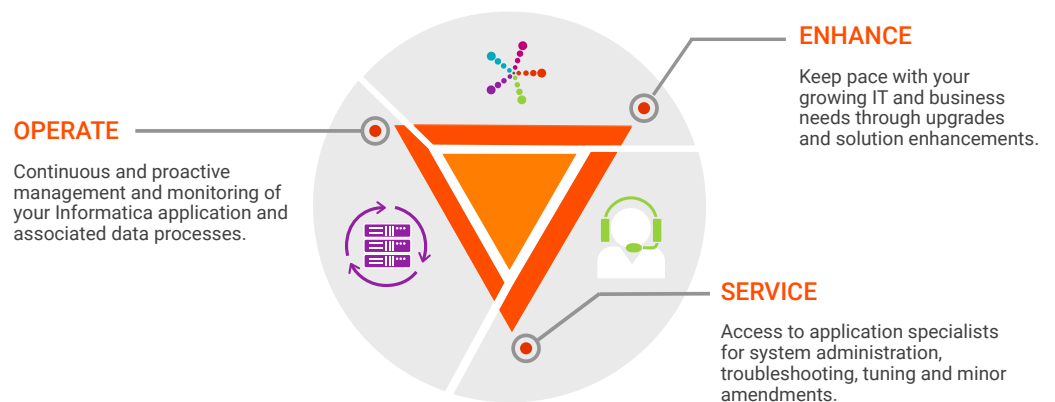
Duration

- Annual Subscription

Leverage an experienced team for post go-live solution support so that you can focus on your business.

Ensuring Solution Success Beyond Implementation

Most projects struggle in the initial months post go-live as the development team disbands and handover is often limited. Even if you get through this initial hurdle many companies find it challenging to maintain the IT skillsets needed to ensure that their Enterprise Cloud Data Management solution is operationally sound and that business enhancements are adequately supported. Our Managed Services offering was created to support customers beyond go-live and to provide sustained solution success so that you can remain focused on your business imperatives.



Informatica Managed Services Model

Whether your Informatica solution is hosted on-premise or in the Cloud, Managed Services from Informatica provides your organization with specifically skilled and experienced consultants to perform application-level management, critical administrative activity support, and enhancement activities that extend beyond simple platform hosting. Our Managed Services supports both your IT operational and business functional needs to the highest standard, ensuring that your solution remains stable and productive. By employing our unique focus on business application management activities driven by best practices and solution enhancements you gain the most out of your data management solutions.

Our Managed Services offering is made up of three key service areas aligned to the specific needs of your Informatica application post go-live.

Operate

It all starts with the sound management and monitoring of your business application from experts in data management and Informatica solutions.

Our Service Operations component is the continuous and pro-active monitoring of the production instance and two non-production instances and their scheduled activities, including the reporting of overall solution activity and potential issues. Monitoring and maintenance tasks occur regularly on daily, weekly or monthly schedules via both automated background processes and manual administrator tasks.

Operational status reports are provided monthly to ensure that you have full visibility into service activity and your systems status.

Service Operational activities cover three key areas:

- Application Monitoring and Health Checks
- Management of Scheduled Jobs
- Incident Assessment and Management

To support your specific needs this service offering comes with flexible time coverage options allowing you to select the coverage you need for your Informatica solution.

Service

Moving beyond standard operations, your business-centric and process rich data management solution will have regular and evolving support needs from both business and IT to keep your solution business ready and relevant. Our service request model delivers a high touch approach to supporting your needs in a cost effective and flexible manner without the worry of maintaining that level of skilled personnel yourself.

Our Service Request support covers the critical business as usual (BAU) activities to ensure that your solution continues to meet current business and IT needs. Through a team of skilled solution-specific professionals our offering ensures that you have high quality and timely system support when you need it.

Managed via a Services Request (SR) model, the Informatica Managed Services team delivers changes and minor optimizations to your solution as well as covering incident management and resolution to ensure that a stable environment is maintained.

Enhance

You need to ensure that your data management solution continues to adapt to meet your expanding business needs. Whether expanding functional capabilities, looking to broaden adoption, or implementing upgrades our Managed Service offering has you covered. Our experienced Managed Services professionals will work with you to **plan and estimate** these enhancements to help you better prepare to implement these important requirements.

About Informatica

Digital transformation is changing our world. As the leader in Enterprise Cloud Data Management, we're prepared to help you intelligently lead the way and provide you with the foresight to become more agile, realize new growth opportunities or even create new inventions. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

LEARN MORE

Do It Right the First Time

Contact Informatica Professional Services at ips@informatica.com

Package Options

Informatica's Managed Services Offering can be purchased on four levels based on the overall size of the solution for operational support and service request needs.

Package Options	Bronze	Silver	Gold	Platinum
OPERATE  Continuous and proactive management and monitoring of your Informatica application and associated data processes.	Included ✓	Included ✓ ✓	Included ✓ ✓ ✓	Included ✓ ✓ ✓ ✓
SERVICE  Access to application specialists support for system administration, troubleshooting, tuning and minor amendments. <i>Top-up Options</i>	30 Hours per month	60 Hours per month	100 Hours per month	160 Hours per month
ENHANCE  Keep pace with your growing IT and business needs through upgrades and solution enhancements.	Scoped Upon Request	Scoped Upon Request	Scoped Upon Request	Scoped Upon Request
ADD-ONS  Additional non-production environments Additional Operations coverage hours				

Contact your Informatica Professional Services Regional Manager for more details.

Our Value Proposition

Whether your solution is in the Cloud or on-premise, our Managed Service offering ensures that your business and IT users get the highest quality of service delivered by the experts in Informatica solutions. Why take on the responsibility and effort to hire, develop and maintain your Informatica data management team when you can engage the experts to ensure that your system remains optimized and operationally sound for an equivalent or lower cost.

With access to an expanding list of operational best practices, automated processes and technical specialists, all focused specifically on Informatica based solutions, we are here to help ensure that you achieve ongoing business value beyond the initial go-live deployment.

Outsource the servicing of your data management solution to Informatica and be secure in the knowledge that the experts are by your side allowing you to focus on business needs and accelerating your data-driven business transformation.



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