Managed Services for Informatica Solutions

Ensuring Your Data Comes to Life

Don't let the adoption of your Informatica solutions falter after the success of your initial go-live!

Many companies face challenges in building and maintaining a strong operational team and best practices post their initial solution go-live. These challenges can lead to a lack of business continuity, lower adoption and a reduced ROI on their new data management solution.
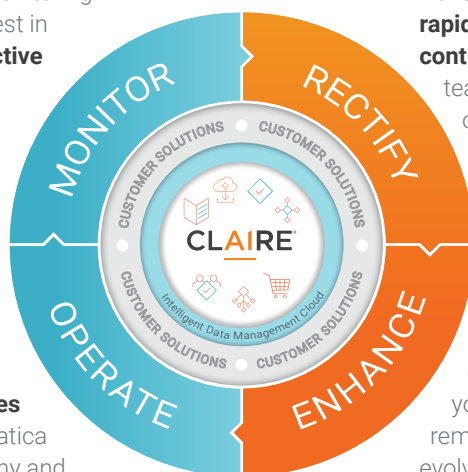
Our Managed Services offering is designed to provide you with immediate, best in class, holistic solution management capabilities ensuring your Informatica solutions remain business ready, allowing you to focus on your next data imperative. Say goodbye to the difficulties, and costs, of maintaining a highly skilled team and embrace sustained solution success with our managed services subscription offerings.

Informatica Managed Services Model

With our proprietary monitoring solution, we provide best in class **proactive**, **predictive and automated monitoring** of your Informatica solution.

Leveraging our proven **operational procedures and proactive best practices we** ensure your Informatica Solution remains healthy and performing as required.

Have skills always on hand for **rapid recovery and business continuity** with your own dedicated team of Informatica experts on duty for when unforeseen incidents occur.

Seamlessly Implement **enhancements and optimizations** to ensure your Informatica Solution remain business relevant and evolving to meet user adoption needs.

Key Benefits

- Say goodbye to post go-live challenges and embrace sustained solution success

- Gain immediate operational effectiveness through our proven tools, frameworks and best practices

- Provide your business with after-hours solution support with our 16x5, 24x5 and 24x7 coverage options.

- Have your own dedicated team of Informatica solution management experts from Day 1 post go-live

- Maximize the value of your solution through continuous enhancements to meet your evolving business needs

Duration

- Annual Subscription

Experience holistic solution management through our best-in-class approach. With automated monitoring tools and proactive operations, coupled with seamless solution enhancements and optimizations, your dedicated managed services team will ensure your solution(s) stay alive and thriving.

Our Managed Service offering focuses beyond platform and application support to provide holistic solutions management. Extending beyond your core IDMC platform support coverage, your Managed Services team will focus on your uniquely curated data and business processes.

Our offering provides your organization with a dedicated team working constantly to address your specific IT operational and business functional needs. Our approach strikes the perfect balance between product expertise and proactive management approaches to ensure your Informatica solution receives unsurpassed support post go-live.

With our best practice operational processes and tools, we provide uninterrupted access to expertise for critical job monitoring, functional tuning, incident management and ongoing enhancements to drive adoption and ensure ongoing success for your solutions.

Unlock the full potential of our Managed Services offering through our unique four key focus areas designed to meet the holistic needs of your Informatica solution.

Monitor & Operate

Built upon our extensive experience performing health checks for our customers and an innate knowledge of the Informatica platform, we ensure that you have the best possible operational procedures and administration team in place from Day 1 to safeguard the ongoing health and performance of your Informatica solution.

Combining the aspects of your unique solution's operational needs and our proprietary monitoring framework, we provide best in class monitoring and operations coverage through continuous, proactive, predictive, and automated management of your uniquely curated data and business processes safeguarding the business continuity of your solution.

To cater to your specific requirements, our service offering provides a flexible operations coverage window, allowing you to choose the option that best suits your individual needs. Whether you prefer standard 8x5 coverage or require round-the-clock 24x7 support we offer options to meet your needs. Select the coverage level that aligns best with your operational requirements.
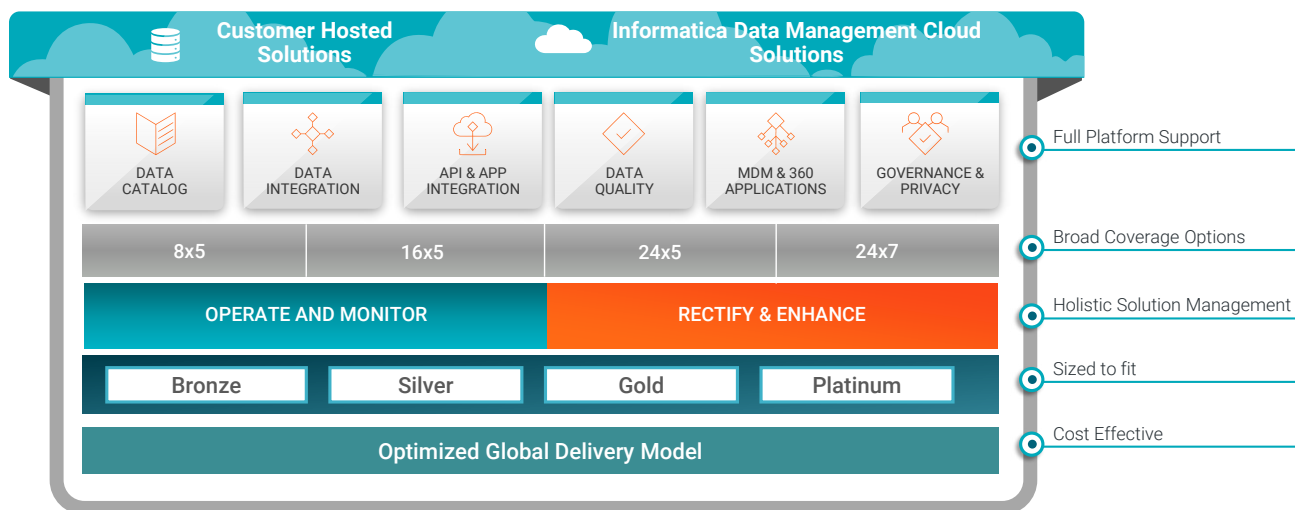
Enhance & Rectify

When it comes to fine-tuning solution components, expanding functional capabilities, seamless upgrades and optimizations to ensure business continuity, our Managed Services offering has got you covered.

Our experienced team works proactively with you to continually enhance your solution's impact and value whether it's broadening adoption, delivering enhancements to meet changing business needs or implementing optimizations to ensure system performance, your expert Informatica team will work tirelessly to ensure your solutions success.

Let's face it, things can go wrong at times due to unforeseen conditions that can compromise your solution's usage. You need to know you have a skilled rapid response capability in place to minimize the business impact. Our 'Rectify' support coverage ensures you have the best skilled team at your disposal to rectify the issue at hand and ensure your solution is back to business as usual as quickly as possible.

Package Options

Informatica's Managed Services Offering is available in four sizes (Bronze, Silver, Gold, Platinum) aligned to the overall scale of management needs specific to your solution. Working with our managed services team we will help you to define the right size and coverage hours to support your business needs. Whether your environment is Informatica hosted or privately hosted, single solution or a multi-solution, requires 8x5, 16x5, 24x5 or full 24x7 support our Managed Services offering has you covered.

Contact your Informatica Professional Services Regional Manager for more details.

Our Value Proposition

Our Managed Services Offering will ensure your solution gets the very best ongoing maintenance and enhancements from the first day post your initial go-live. Why take on the effort and cost of hiring, developing, and maintaining a skilled solution management team when we have you covered allowing you to focus on other imperatives. Our experts ensure that your solutions remain operationally sound, constantly optimized, and capable of expanding as your business grows.

Gain immediate access to your own dedicated, cost effective, skilled team of solution management experts supported by best practices built from years of experience managing Informatica solutions. We are here to ensure that you receive all you need to achieve ongoing business value from your Informatica solutions for years to come.

Rely on Informatica

Rely on Informatica to manage your critical cloud data management solutions, allowing you to focus on your next steps to accelerate your data-driven business transformation. With us by your side, your data comes to life, and you can confidently navigate your path to further success.

Learn More

Do It Right the First Time Contact Informatica Professional Services at ips@informatica.com

Where data & AI come to

Informatica (NYSE: INFA) brings data and AI to life by empowering businesses to realize the transformative power of their most critical assets. When properly unlocked, data becomes a living and trusted resource that is democratized across your organization, turning chaos into clarity. Through the Informatica Intelligent Data Management Cloud™, companies are breathing life into their data to drive bigger ideas, create improved processes, and reduce costs. Powered by CLAIRE®, our AI engine, it's the only cloud dedicated to managing data of any type, pattern, complexity, or workload across any location — all on a single platform.

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