

Managed Services for Informatica Solutions

Sustained Adoption and Long-Term Value

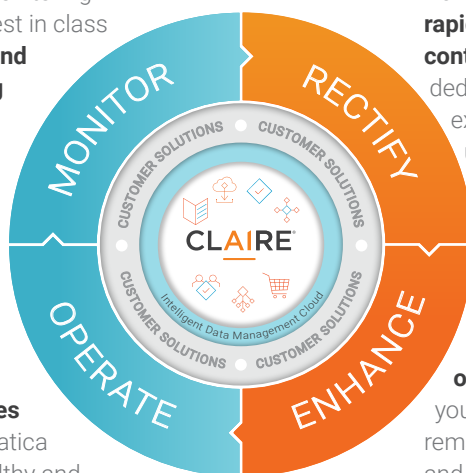
The Informatica Managed Services detailed in this service offering description (the "Managed Services") are designed to provide you with expedited and holistic solution management capabilities to assist you in ensuring your Informatica-branded solution(s) ("Informatica Solution(s)") are business-ready, allowing you to focus on your next data imperative.

Managed Services is an optimized offering with skilled resources having proven experience managing and enhancing cloud and on-premise Informatica Solution(s) across a wide range of industries. Our team partners with your IT and relevant business teams to help: (i) ensure your production systems are available, operational, and business ready, and (ii) implement enhancements and optimizations to the Informatica Solution(s) to align with your IT and business needs.

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



Leveraging our proven **operational procedures and proactive best practices** we ensure your Informatica Solution(s) remain 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(s) remain business relevant and evolving to meet user adoption needs.

Key Benefits

Informatica's Managed Services offering(s) will facilitate your efforts to:

- Achieve beneficial business outcomes from Day 1 post go-live by partnering with your team.
- Gain operational effectiveness through Informatica's tools, frameworks and Informatica-recommended best practices.
- Provide your business with various comprehensive solution coverage options.
- Optimize the benefits of deployed Informatica Solution(s) with ongoing improvements designed to adapt to evolving business needs.

Typical Activities included in Managed Services

	Informatica Managed Services		
Platform and Solution Management Activities	Monitor & Operate	Rectify & Enhance	Customer Responsibilities
Solution Management <ul style="list-style-type: none"> Create/update Users, User Groups and Roles Add/update miscellaneous connections/configurations 	✓		
Solution Monitoring <ul style="list-style-type: none"> Add/modify job schedules Monitor and review your deployed Informatica Solution(s) jobs and failures Re-start failed jobs, where applicable 	✓		
Incident Management <ul style="list-style-type: none"> Create and track incidents Preliminary analysis and assign to appropriate team for resolution Incident analysis report summary 	✓		
Operations <ul style="list-style-type: none"> Advising interface teams for ingress/egress of data Reporting on job performance, data volume trend Informatica-recommended best practices (e.g., log backup, purge) 	✓		
Reporting <ul style="list-style-type: none"> Provide weekly and monthly reports on Managed Services activities Report job statistics, failures, and areas of optimization 	✓		
Product Advisory & Support Coordination <ul style="list-style-type: none"> Advise you on new release features and fixes for Informatica Solution(s) Coordination with Informatica Product Support for product issues 	✓		

Typical Activities included in Managed Services (contd.)

	Informatica Managed Services		
Platform and Solution Management Activities	Monitor & Operate	Rectify & Enhance	Customer Responsibilities
Incident Detail Analysis & Resolution <ul style="list-style-type: none"> Detailed analysis of an incident that occurred in the application to provide permanent resolution. Detailed investigation for solution failures or rejected data and assistance for data fixes 		✓	
Performance Tuning <ul style="list-style-type: none"> Identification of performance bottlenecks in Informatica Solution(s) Applicable performance tuning implementation in Informatica Solution(s) 		✓	
Changes to existing Informatica Solution(s) <ul style="list-style-type: none"> Implement or amend changes to existing Informatica Solution(s) based on the change request Import data for Informatica Solution(s) Development to support a new business use case Code deployment/migration from lower environment to higher Creation of custom reports and utilities for service enhancement 		✓	
Security Management Enhancement <ul style="list-style-type: none"> Create and configure stakeholder management and related functionalities in bulk. External Identity Provider (IDP) integration with Informatica Solution(s) 		✓	
Informatica Solution(s) Review & Advisory <ul style="list-style-type: none"> Architectural advisory review for changes in solution data volumes or business application for Informatica Solution(s) 		✓	

Typical Activities included in Managed Services (contd.)

	Informatica Managed Services		
Platform and Solution Management Activities	Monitor & Operate	Rectify & Enhance	Customer Responsibilities
Customer Infrastructure & Third-Party Management <ul style="list-style-type: none"> Service Desk or Level 1 support Infrastructure and management for any Customer hosted or third-party components such as source or target systems, or Customer hosted servers Customer will manage its service level agreements with its external suppliers and third-party application service providers 			✓
Customer Point of Contact <ul style="list-style-type: none"> Nominate a single point of contact (such as system or application owner, project manager, etc.) for regular communication, prioritizing Service Requests, participating in status discussions, and serving as the first point of escalation 			✓

Delivery Location and Hours of Operations

Managed Services will be performed remotely by a combination of local and offshore resources using customer-provided connectivity and tools.

The Managed Services operational coverage can be provided 24x7 or you may opt for 8x5, 16x5 or 24x5 coverage options, which will be available Monday to Friday, excluding your public holidays.

Delivery Oversight and Management

Delivery management is embedded in the Managed Services, and ensures services are delivered in accordance with this service offering description. The Informatica Delivery Manager is a named contact and will be in regular communication with your nominated representative. Delivery Manager activities typically include:

- Conducting weekly status meetings and providing you with status reports
- Supporting task assignment and prioritization
- Monitoring and collaborating with you on your usage of the budgeted hours/activities
- Acting as the initial point of contact for escalation
- Coordination for advanced requests (such as major enhancements)
- Monitoring the quality of the Managed Services delivery

Incident and Service Request Response Times

Informatica will respond to incident requests and service requests for Managed Services according to the following response times:

Priority	Severity	Response Time*	Description
1	Production Down	Within 2 business hours	A production system is down, causing a critical impact on business operations. Requires immediate resolution.
2	Production Impact	Within 4 business hours	A production impact leading to partial system failure or degraded performance that significantly affects business operations but does not require immediate resolution.
3	Service Request Major	Within 1 business day	General service requests that have some short-term business impact.
4	Service Request Minor	Within 3 business days	General service requests that have no short-term business impact.

*Response times start from when you formally log the incident with Informatica and excludes any non-operational coverage hours in calculation.

*The above response criteria/times do not replace your deployed Informatica Solution(s) maintenance and support agreement, which is served by Informatica's Global Customer Support team.

Annual Package Options

BRONZE	SILVER	GOLD	PLATINUM
360 Annual SR Hours	720 Annual SR Hours	1440 Annual SR Hours	2160 Annual SR Hours
360 Solution <ul style="list-style-type: none"> Single domain Up to 3 source and target systems and batch only No additional Informatica products No customization OR	360 Solution <ul style="list-style-type: none"> Single domain Up to 7 source and target systems and batch only 2 additional Informatica products (e.g., CDI, CAI, CDQ) Up to 5 low complexity customizations OR	360 Solution <ul style="list-style-type: none"> Up to 2 domains Up to 10 medium to complex customizations 3 additional Informatica products Real time processing OR	360 Solution <ul style="list-style-type: none"> Up to 3 domains Up to 5 additional Informatica products Up to 10 medium to complex customizations OR
DI Solution <ul style="list-style-type: none"> Standalone DI Solution <150 assets or processes Simple connectors (e.g., RDBMS like Oracle, SQL Server) OR	DI Solution <ul style="list-style-type: none"> Up to 3 DI Services (e.g., CDI, CDQ, CAI) Up to 300 assets or processes Medium-High connectors (e.g., XML, SAP, JSON files) OR	DI Solution <ul style="list-style-type: none"> Up to 5 DI Services (e.g., CDI, CDQ, CAI, CDI-M, CDI-e) Up to 300 assets or processes High complexity connectors (e.g., Kafka, SQS, Salesforce, Workday, SharePoint) OR	DI Solution <ul style="list-style-type: none"> Up to 7 DI Services (e.g., CDI, CDQ, CAI, CDI-M, CDI-e, CDH, Serverless) Up to 3000 assets or processes OR
DG Solution <ul style="list-style-type: none"> Standalone DG Service <1 million CDGC assets or <50 CDQ Rules/Jobs Relation scanners Simple connectors (e.g., RDBMS like Oracle, SQL Server and flat files – txt, csv) 	DG Solution <ul style="list-style-type: none"> Up to 2 DG Services (e.g., CDGC, CDQ, CDI) Up to 10 million CDGC assets or 100 CDQ Rules/Jobs and 300 DI assets OOB scanners Medium-High connectors (e.g., XML, Ariba, JSON, IICS) 	DG Solution <ul style="list-style-type: none"> Up to 3 DG Services (e.g., CDGC, CDQ, CDMP) Up to 20 million CDGC assets or 250 CDQ Rules/Jobs and 1000 DI assets Advanced and Custom scanners High complexity connectors (e.g., Power BI, SAP BO, OBIEE, custom scripts, ADLS Gen2) 	DG Solution <ul style="list-style-type: none"> Up to 5 DG Services (e.g., CDGC, CDQ, CDMP, CLAIREGPT) Up to 50 million CDGC assets and 400 CDQ Rules/Jobs and 400 DI assets

- Each annual package option for Managed Services includes a fixed number of Service Request hours (“Annual SR Hours”) to perform the activities detailed in the Rectify and Enhance section in the table above.
- Any unused Annual SR Hours will expire at the end of the annual term of the Managed Services (“Managed Services Term”). A minimum of twenty-five percent (25%) of the total quantity of Annual SR Hours must be used within each contract quarter during the Managed Services Term. Any unused Annual SR Hours from the minimum twenty-five percent (25%) allocation for a given contract quarter will not be carried over or reallocated to a subsequent contract quarter during the Managed Services Term.
- The complexity of Managed Services level will be re-evaluated on an annual basis of the engagement. An increase in complexity may require an upgrade of the annual package option.

Exclusions

- The Managed Services are limited in scope to technical configuration(s) of Informatica-branded computer programs that may be installed on equipment owned or operated by you or a third party on your behalf ("Software") and/or Informatica-branded offerings made available to you on demand via the Internet from equipment owned or operated by or for Informatica ("Cloud Services") as described in this service offering description, and specifically exclude guidance relating to the amount and type of Informatica products that you are or may be entitled to deploy, or future feature updates to any Informatica products. You are responsible for adhering to the applicable metrics and terms for the Software and/or Cloud Services.
- The Managed Services do not include support for any non-Informatica components (e.g., applications, databases, middleware, infrastructure).
- The Managed Services do not include fixing any defects or nonconformities related to your deployed Informatica Solution(s). Defects or nonconformities related to the Informatica Solution(s) shall be managed between you and Informatica's Global Customer Support ("GCS") team. As part of the Managed Services, our administration team may log a support case on your behalf and follow-up with GCS to determine the appropriate solutions to defects or nonconformities. Our administration team will collaborate with you to determine if there are any potential workarounds or temporary solutions in cases where the Informatica Solution(s) is down and/or has a critical impact on your business, which relates to an upcoming production go-live, a critical production outage, a production deployment blocker, or a critical development blocker that prevents a production deployment.

Add-On Service Request Hours

- You may purchase additional Service Request hours ("Add-On SR Hours") in ten (10) hour increments either at the time of initial purchase of the Managed Services or subsequently during the Managed Services Term. To purchase Add-On SR Hours subsequently during the Managed Services Term, you will need to enter into another Order and pay the applicable fees.
- Add-On SR Hours shall be for a term coterminous with the Managed Services Term.
- Unused Add-On Hours shall expire at the end of the then-current Managed Services Term and will not be carried over to a subsequent term of Managed Services.

Learn More

Do It Right the First Time
Contact Informatica
Professional Services at
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Where data & AI come to



Informatica (NYSE: INFA), a leader in enterprise AI-powered cloud data management, brings data and AI to life by empowering businesses to realize the transformative power of their most critical assets. We have created a new category of software, the Informatica Intelligent Data Management Cloud™ (IDMC), powered by AI and an end-to-end data management platform that connects, manages and unifies data across virtually any multi-cloud, hybrid system, democratizing data and enabling enterprises to modernize their business strategies. Customers in approximately 100 countries and more than 80 of the Fortune 100 rely on Informatica to drive data-led digital transformation. **Informatica. Where data and AI come to life.™**

IN06-4556-0325

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