

Informatica Professional Services Resident Program

Maximize the Return on Your Informatica Investment

Informatica Professional Services Residents are highly skilled resources with deep and broad experience implementing Informatica's products and solutions (including the Informatica Intelligent Data Management Cloud (IDMC) platform) for numerous Informatica customers across a wide range of industries. When you choose our Resident Program you gain valuable advisors to your internal team. Our designated Residents will seek to ensure your success by providing architectural and strategic program guidance and best practices to optimize your implementation of Informatica products and solutions. Residents help to resolve technical and business challenges so that you can maximize the value of your investment in Informatica products.

Our Residents partner with you to facilitate your efforts to mitigate risk and accelerate your team's learning. Residents streamline collaboration and foster knowledge transfer for long-lasting and measurable success. Understanding your key business drivers and initiatives enables them to tightly connect the technical capabilities of Informatica's products and solutions to the true business value that can be achieved.

Whether you need help supporting a critical pilot, architecting, and delivering complex solutions, or driving longer term program value and maturity, choose from our four available Resident Program packages to find the right fit to help drive the business outcomes you care about. Our subscriptions are intentionally flexible. A fixed quantity of Resident hours is at your disposal for you to manage peak demands more effectively and rapidly scale services up or down as your requirements evolve. We also offer cost-effective multi-year subscriptions to facilitate your efforts to realize the full potential of your investment in Informatica's products and solutions.

Benefits

Engaging the Informatica Resident Program will facilitate your efforts to:

- Create alignment to valuable business outcomes
- Obtain expertise to align and build an "actionable" implementation roadmap
- Lower the risk associated with enterprise software initiatives
- Proactively address emerging functional and technical requirements
- Obtain guidance on architecture, design, and implementation of Informatica's products and solutions
- Shorten ramp-up time on projects and initiatives with proven solutions and industry best practices

Residents focus on facilitating your efforts to maximizing the value of your investment across numerous IT projects, building the foundation of your digital transformation. Residents provide a consistent engagement point for all aspects of Informatica's products and solutions as well as an understanding of how each component fits within your overall technical and business environment.

The Resident Program is the connection point between your business requirements and the capabilities of Informatica's products and solutions as you seek to maximize the return on your investment. In addition, Residents act as a liaison between you and Informatica's broader team, including its Sales, Global Customer Support, Research & Development and Customer Success departments.

Informatica Resident Program

A holistic approach to address your top business and technical challenges.



Residents Work Together to Contribute to Your Success Through Actions Such as:

- Engaging your technology teams and leadership to plan and optimize the solution environment.
- Knowing the data landscape, technology choices and culture to drive delivery excellence in the appropriate usage of Informatica products, solutions and IDMC platform within the context of our ecosystem partners.
- Providing guidance regarding ongoing industry best practice considerations and recommendations.
- Engaging your business teams and leadership to guide adoption efforts and attain value from Informatica's products, solutions and IDMC platform capabilities.
- Helping to formulate and implement data strategies that seek to address your most important business challenges.
- Facilitating the establishment of a strong data culture, where employees are encouraged to think about data as a strategic asset.

Qualifications of Residents

- Residents are Informatica's most highly skilled and experienced services professionals with Informatica certification in all components of Informatica's products and solutions, including the IDMC platform.
- They are thought leaders, methodology experts, and overall solution specialists.
- They possess extensive expertise in implementing Informatica's products and solutions for a diverse range of industries.





Engagement Model

Due to the strategic nature of the Resident's role and broad scope of responsibilities, Resident Program engagements are available to our customers on a recurring basis.

Typical Resident Activities Include:

- Value Attainment Strategies
- Industry Best Practices
- Business Transformation Alignment
- Change Management Guidance
- Program and Process Design
- Maturity Assessment and Acceleration
- Solution Architecture
- Solution Design
- Technical Implementation Guidance and Industry Best Practices
- Solution Deployment in Non-Production and Production
- Operationalization of Informatica Solutions and User Enablement
- Quarterly Engagement Reviews with Customer Stakeholders
- Implementation Best Practices
- Reference Architectures
- Platform Assessment and Capacity Plan
- Platform Modernization Roadmap
- Performance Optimization Guidance
- Data Strategy Assessment and Development
- Execution Plan Aligned to Business Outcomes
- Data Management Capability Roadmap
- Data Governance Strategy
- Master Data Management Strategy
- Cloud Integration Strategy
- Skills Assessment and Enablement Plan

Resident Program Package Sizing

PLATINUM	GOLD	SILVER	BRONZE
1,500 Hours	1,000 Hours	500 Hours	250 Hours
Recommended For <ul style="list-style-type: none">Architecting and delivering business value for 5+ Products or 1-2 complex solutions such as Master Data Management and Data GovernanceThis level of engagement will help facilitate the delivery of business outcomesAnnual subscription 	Recommended For <ul style="list-style-type: none">Architecting and delivering business value for 2-5 products or 1 complex solution such as Master Data Management for a Single DomainThis level of engagement will help facilitate the delivery of business outcomesAnnual subscription 	Recommended For <ul style="list-style-type: none">Supporting Critical pilotsAssessmentBuilding Strategic RoadmapArchitecting for 1-2 use cases involving 1-3 products to help facilitate the delivery of business outcomes and demonstrating business valueAnnual subscription 	Recommended For <ul style="list-style-type: none">Offering Best PracticesDomain ExpertiseDriving Initial Blueprint DevelopmentThis level of engagement will help facilitate business pilots for 1 to 2 cloud servicesSix-month subscription 

Where data & AI come to



Informatica (NYSE: INFA) 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), which manages the entire lifecycle of data and interoperates with everything. It is an end-to-end data management platform, powered by CLAIRE® AI, 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.™

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