On-Premise Support

Support, your way. Another industry first.

Informatica recognizes that the success of your enterprise data integration strategy depends not only on the strength of the software, but also on superior, timely service and support.

Our solution is not one-size-fits-all. We tailor our Support program to meet your needs.

Enterprise Support:
Focused support for Implementations spanning multiple geographies, offering 24X7 support for critical issues

Tailored for medium- to large-scale enterprises, the Enterprise Support program provides 24x7 access to our support staff globally for critical issues, significantly mitigating against costly downtime. The Enterprise support level provides access to our new advanced, intelligent algorithm that monitors Case activity in context and pre-emptively alerts support leadership of situations requiring their direct attention.

Key Service Options:
- 24*7 Support for production down issues (P1)
- Continued Response commitments
- Predictive Escalation - NEW
- Emergency Bug fixes
- Best Practice Webinars
- Informatica DiscoveryIQ Plus - NEW
- Checkpoint services – covering Key project phases - NEW
  - Installation Checkpoint Service
  - Implementation Checkpoint Service
- Online access to Moderated Discussion Forums, Knowledgebase, Support TV, Documentation and Technical resources
- Product updates, upgrades and enhancements

Informatica Global Customer Support provides:
- A comprehensive set of support programs tailored to fit your needs
- Immediate and simplified access to Global Support Centers, located in 10 centers around the globe through My Support
- Multi-lingual support by engineers fluent in English, French, German, Dutch, Italian, Spanish, Portuguese, Japanese, Mandarin, and Korean
- Consistent and reliable support processes you can expect every time in each location
- Rapid turnaround on critical issues and delivery of fixes to ensure your project is on-time every time
Mission Critical Support:
Proactive services that go far beyond conventional support to meet complex business requirements of mission-critical applications. Recommended for large enterprises and Integration competency centers (ICC’s).

Mission Critical support is designed for customers running multiple projects where latency and performance are key success factors. This level provides all of the services of Enterprise support providing the option for a designated engineering team within the Informatica support organization.

In addition, for those customers who have made significant investment in Informatica products, Informatica will provide a Customer Success Manager to help accelerate product adoption and drive greater success.

“Informatica Global Customer Support has played an integral part in the successful rollout of data integration initiatives at Nike. During the years they continue to deliver more value through their innovative, timely service and support offerings and succeed in being trusted advisors to us and their broader customer base.”

– Steve Dennis, Director ICC, Nike

Key Service Options:
- Sunset Version Support
- Target Service Restoration commitments
- Faster response times with shorter target resolution times.
- Checkpoint Services – Installation, Upgrade, Implementation cycles - NEW
- Informatica DiscoveryIQ Plus - NEW
- Informatica University OnDemand Subscription - NEW
- Customer Success Manager – NEW
Value Added Support Services

We’re also pleased to announce the following additional service components:

Predictive Escalation
An advanced algorithm, predictive escalation monitors and pre-emptively alerts the Support leadership of situations requiring direct attention. It applies a continuously updated algorithm to Support Cases to determine when to escalate, involve Team Leads and management—without making you wait to explicitly ask for their involvement.

Critical Milestone Support
During critical activity or a project milestone, this service will add confidence and help mitigate risks during periods of change. Whether you’re moving a few mappings from test to production or migrating a whole environment, this service is designed to ensure we are fully apprised of your goals, risks and strategies—which saves precious time should you need to call upon support.

Informatica Competency Center (ICC) Enablement
To help you, Informatica has developed a program to pass knowledge from our own skilled and experienced support engineers to one or two key individuals by inviting them to one of our own support centers. It’ll help your team gain resolve problems faster and more effectively.

Benefits include:
• Increased product knowledge
• Better understanding of the support process
• Ability to reproduce issues
• Clear understanding of what needs to be provided when raising an issue with Informatica GCS
• Overview of tools available to aid with problem isolation
• Quicker time to resolution

Checkpoint Services
Installation & Upgrade Checkpoint Services
With the expertise gained from past customer implementations and engineering interactions, we can provide effective ways to track installations and upgrades. We pro-actively review, analyze and provide recommendations specific to your requirements and environment. This service accelerates upgrade and reduces risk of potential post go-live issues.

Implementation Checkpoint Service
Implementation Checkpoint is a proactive service that accelerates successful implementation. A technical specialist from our global team of experts reviews your environment and provides expert assessment of any potential implementation risks. You gain a predictable, consistent implementation of your solution and verification of its operation.

Customer Success Manager
To get the most value from your Informatica investments, customer success managers will help align Informatica products with your technology and business drivers and initiatives.

Benefits include:
• Periodic business reviews
• Onboarding and account adoption analysis
• Access to a trusted advisor

Informatica DiscoveryIQ
Informatica DiscoveryIQ gives you a comprehensive view of your product usage and consumption. Its built-in intelligent quantitation brings contextual recommendations and best practices based on your product usage, anomalies and overall interaction history with Informatica.

With DiscoveryIQ, you can:
• Accelerate ROI on your Informatica investments
• Optimize product performance and usage
• Reduce TCO with effective environment management
• Adopt to proven best practices in implementation
## Support Programs Overview

<table>
<thead>
<tr>
<th>Service Feature</th>
<th>Mission Critical</th>
<th>Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of r/w Contacts</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>Moderated Support Forums</td>
<td>√</td>
<td>√</td>
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<tr>
<td>Online Knowledgebase</td>
<td>√</td>
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<tr>
<td>Support Channel</td>
<td>Web, Email and Phone</td>
<td>Web Email and Phone</td>
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<tr>
<td>Product Enhancement and updates</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Informatica DiscoveryIQ</td>
<td>Plus</td>
<td>Plus</td>
</tr>
<tr>
<td>Emergency Bug Fixes</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Predictive Escalation</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Initial Response</td>
<td>P1: 30 min, P2: 2 hours</td>
<td>P1: 1 hour, P2: 4 hours</td>
</tr>
<tr>
<td>Continued Response SLA</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Target Service Restoration Time</td>
<td>P1: 24 hours, P2: 48 hours</td>
<td></td>
</tr>
<tr>
<td>Global 24*7 P1 Support</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>“Follow the Sun” Case handling</td>
<td>All Priorities</td>
<td>P1 Only</td>
</tr>
<tr>
<td>Support Enablement Materials</td>
<td>√</td>
<td>√</td>
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<tr>
<td>Best Practice Webinars</td>
<td>√</td>
<td>√</td>
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<tr>
<td>Prioritized Emergency Bug Fixes</td>
<td>√</td>
<td>√</td>
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<tr>
<td>Designated Engineering Team</td>
<td>√</td>
<td>√</td>
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<tr>
<td>Sunset Version Support</td>
<td>Included – 12 months</td>
<td>Add On*</td>
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<tr>
<td>eService Apps</td>
<td>√</td>
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<tr>
<td>Informatica University OnDemand</td>
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<tr>
<td>Subscription</td>
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<tr>
<td>Informatica Associate Certificate Exam</td>
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<tr>
<td>Critical Milestone Support</td>
<td>√</td>
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<td>Installation Checkpoint Service</td>
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<tr>
<td>Implementation Checkpoint Service</td>
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<td>Add On*</td>
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<tr>
<td>Upgrade Checkpoint Service</td>
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<tr>
<td>Informatica Competency Center Enablement</td>
<td>√*</td>
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<tr>
<td>Remote Health Check</td>
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<td></td>
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<tr>
<td>Customer Success Manager</td>
<td>√*</td>
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</tbody>
</table>

*To qualify for all of the benefits included in Mission Critical Support such as the CSM and Informatica competency center enablement, there is a minimum amount of licenses that must be covered at this level. For details please contact your Account Manager or our Maintenance Renewals Team by emailing support_admin@informatica.com.

Add-On*: Enterprise customers can purchase this as an additional service. For more details on pricing and what is included in the offering, customers can discuss with Customer Liaison or email support_admin@informatica.com.

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**About Informatica**

Informatica Corporation (Nasdaq:INFA) is the world’s number one independent provider of data integration software. Organizations around the world rely on Informatica to realize their information potential and drive top business imperatives. Informatica Vibe, the industry’s first and only embeddable virtual data machine (VDM), powers the unique “Map Once. Deploy Anywhere.” capabilities of the Informatica Platform. Worldwide, over 5,000 enterprises depend on Informatica to fully leverage their information assets from devices to mobile to social to big data residing on-premise, in the Cloud and across social networks.

For more information, call +1 650-385-5000 (1-800-653-3871 in the U.S.), or visit www.informatica.com.