Informatica

03 December 2024

Informatica Managed Services

Beyond go-live…
Solution Enhancements and Support

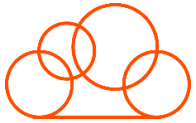
- **John Wiley, Senior Consultant, IPS**
- **Bhawna Charanpahari, Senior Manager, IPS**

Where data & AI come to LIFE

Housekeeping Tips

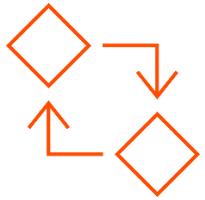
- Today's Webinar is scheduled for 1 hour.
- The session will include a webcast and then your questions will be answered live at the end of the presentation.
- All dial-in participants will be muted to enable the speakers to present without interruption.
- Questions can be submitted to "All Panelists" via the Q&A option and we will respond at the end of the presentation.
- The webinar is being recorded and will be available on our Success Portal - where you can download the slide deck for the presentation. The link to the recording will be emailed as well.
- Please take time to complete the post-webinar survey and provide your feedback and suggestions for upcoming topics.

Feature Rich Success Portal



Bootstrap trial and POC Customers

Enriched Customer Onboarding experience



Product Learning Paths and Weekly Expert Sessions

Informatica Concierge

Tailored training and content recommendations

More Information

Success Portal

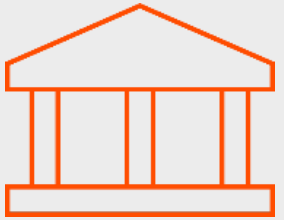
https://success.informatica.com

Communities & Support

https://network.informatica.com

Documentation

https://docs.informatica.com



University

https://www.informatica.com/in/services-and-training/informatica-university.html

Safe Harbor

The information being provided today is for informational purposes only. The development, release, and timing of any Informatica product or functionality described today remain at the sole discretion of Informatica and should not be relied upon in making a purchasing decision.

Statements made today are based on currently available information, which is subject to change. Such statements should not be relied upon as a representation, warranty or commitment to deliver specific products or functionality in the future.

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Where data & AI come to LIFE

Business Impact - Solution Adoption

Long term vision – Planning and sustenance

- **Business requirements and Agile deployments**
- **Can’t keep up with managing the platform and solution needs**
- **Business segment expansions and adoption**
- **Knowledge of the IDMC platform, services - continued guidance, adopting existing and new features**
- **Beyond Modernization - support in building POC’s new integrations/connectors in IDMC**
- **Niche Solution Support - examples**
  - **managing Secure Agents and services, jobs**
  - **workflow version issues**
  - **data sync issues between interfacing systems**
  - **large user bases, solution awareness and user issues**

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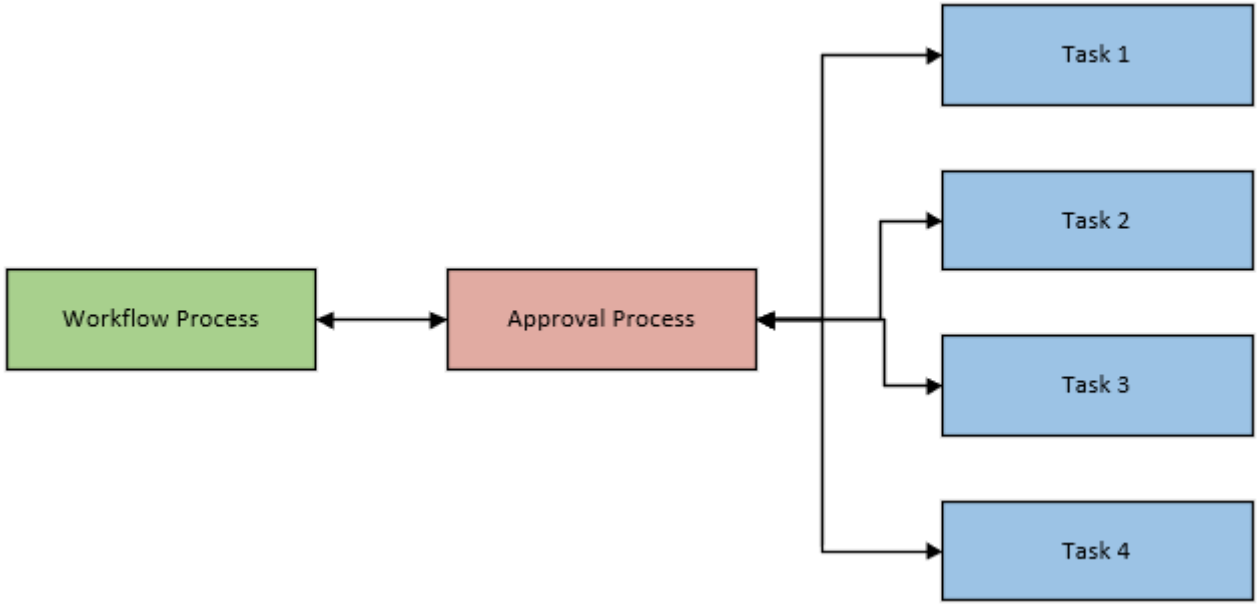
Informatica Managed Services

Demo – Incidents and Solution enhancement

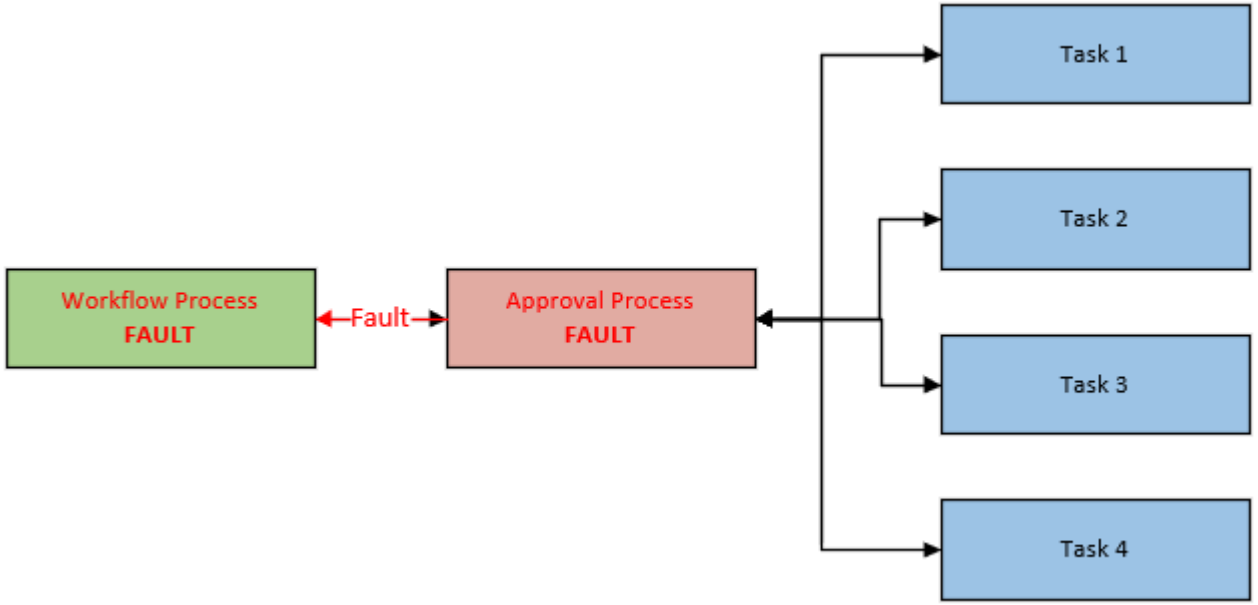
John Wiley

Where data & AI come to LIFE

Workflow with Synchronous tasks



Synchronous child processes should suspend on faults



Where data & AI come to LIFE

Informatica Managed Services - Holistic Management

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.

Informatica Solutions Expertise

Velocity - Processes & Frameworks

Rapid Solution Restorations

Agile Solution Enhancements

Sustained Solution Enhancements - Add-Ons

Concentrated Business and IT driven Solution enhancements

- **Your extended IT team for continued solution enhancements**
  - **Access to Informatica subject matter experts**
- **Flexibility to use available hours as needed**
  - **Long-term rectifications on recurring issues**
  - **Business requirement changes**
  - **Minor design updates and deployments beyond go-live**
- **Onshore/Onsite* preference for Business and IT optimization guidance/ design & planning.**
- **Adhere to security compliance**

Add-on hours can be initiated at 120 hours and added in blocks of 10 hours with validity until the end of the associated contract year.

Informatica Managed Services - Components

Monitor

Fully included in the monthly subscription cost, our Monitoring services provides proactive, predictive and automated monitoring of your Informatica solution.

- Fully automated monitoring of solution implemented on IDMC platform
- Proactive response to alerts from IDMC Solution configurations
- Manage Secure Agent and IDMC Services & Jobs, review logs on failures
- Restart failed jobs, debugging job runs
- Incident creation and management

Rectify

Skilled support for successful adoption of solution by business on BAU mode. Examples:

- Break Fix – Issue identification and resolution -
- Incident Detail Analysis - Analyze and debug in detail for any Incident and provide resolution and provide report to customer on long term Incident resolution
- Solution Deployment/Migration - Add /update configuration changes and customizations.
- Performance improvements of long running jobs & Any fixes for recurring issues

Operate

Fully included in the monthly subscription cost, our Service Operations provides coverage for Scalable, Standardize BAU operations, management of the Informatica Solution.

- Manage system connections (database, src/target endpoints, etc.), runtime configuration analysis, etc. as required
- User and Security Management
- Provide Weekly and Monthly reports on MS activities, Job Performance, Data Volume trend, etc.
- Pre-and-post-release/upgrade sanity testing, if required
- Perform yearly review and provide walkthrough on new features and releases

Enhance

Skilled support for quick development & implementation of your solution enhancements and modifications. Examples:

New use case reviews and Enhancements to existing solution

- Co-ordinate and/or apply architectural and checkpoint review recommendations
- Easily scoped new use case implementation
- Typically delivered in less than half the monthly hours.
- Does not require coordination with multiple teams and stakeholders.
- Checkpoint review solution architecture and share recommendations, Use Case or Requirement review

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Informatica Managed Services – Monitoring Agent

Proactive Monitoring

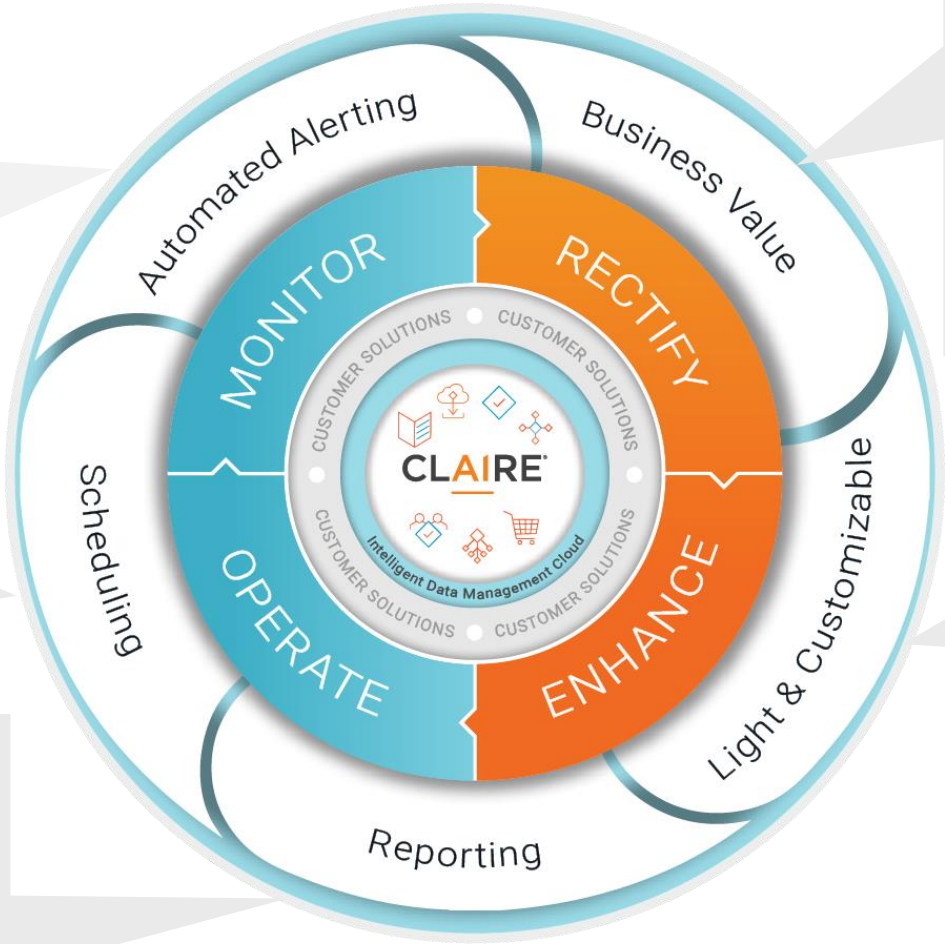
- Automated Environment & Services Monitoring
- Automated alerting for jobs, services secure agent etc.
- Error messaging for further analysis

Scheduled Monitoring

- Holistic Job monitoring – failure, success, warnings, long running jobs
- Blackout windows to avoid alerting during maintenance and planed outage windows

Reporting

- Weekly and Monthly Data failure and Reject reporting
- Job snapshot report and summary of errors
- Secure agent and Services status reporting



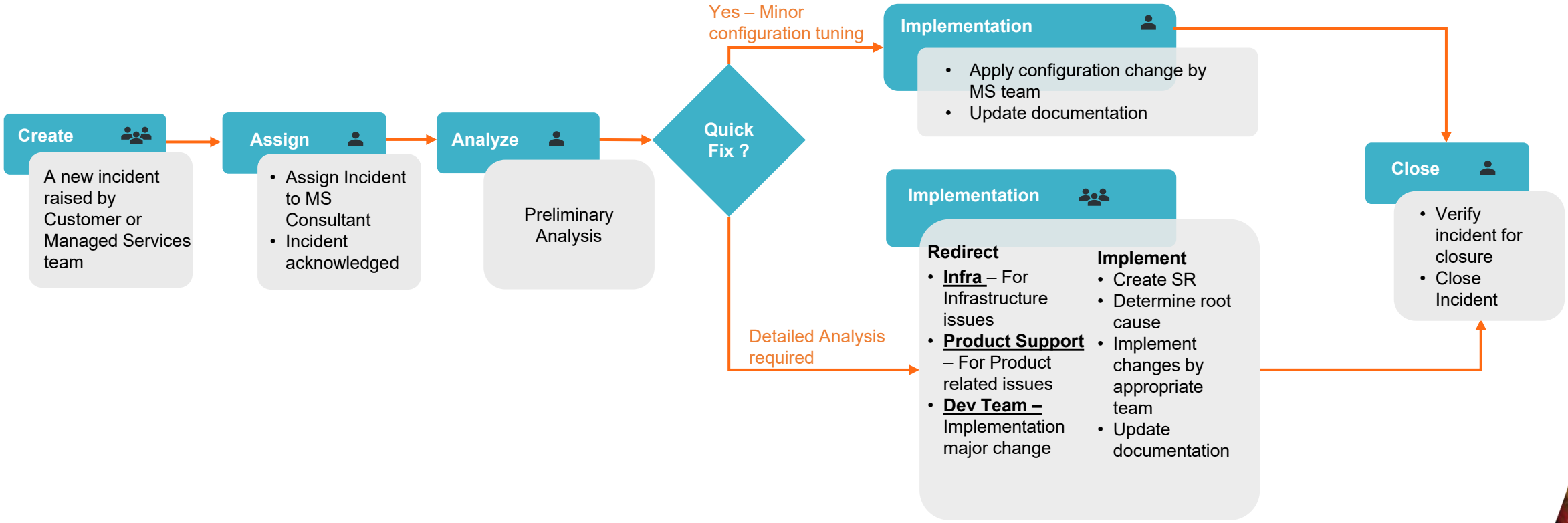
Drive Business Value

- Easily identify enhancements that will drive greater business value for users.
- Adoption view through User Adoption reports
- Statistics detailing assets, processors, jobs, data growth for better business insights

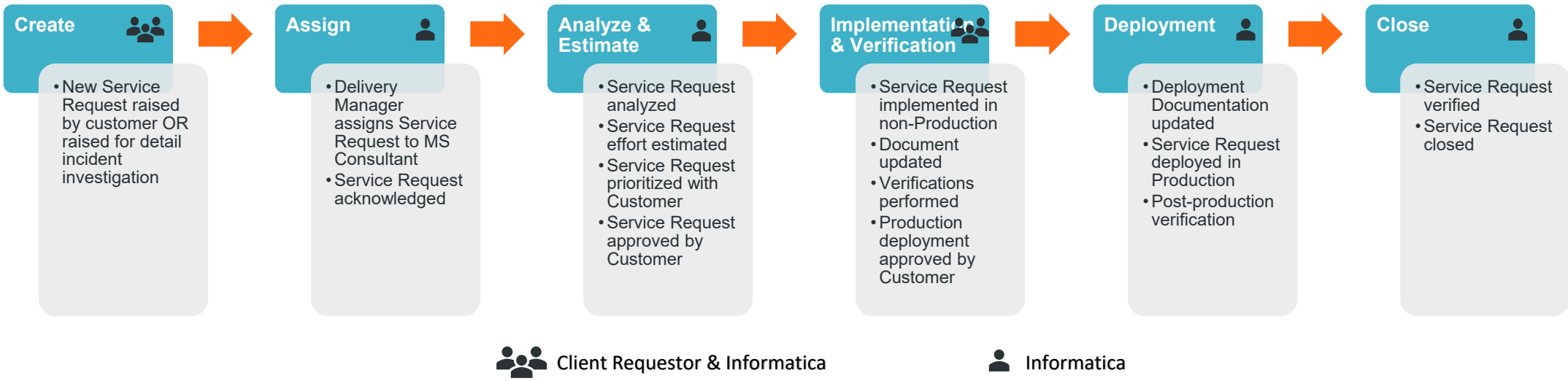
Highly scalable and Customizable

- Scalable for All Informatica products and Services across 360, Data Governance and Integrations solutions on Cloud or On-Prem
- Seamless Integration with secure agent infrastructure .

MS Processes – Incident Management



MS Processes – Service Request Management



- ✓ Root cause analysis
- ✓ Configuration changes in existing Data Model
- ✓ UI Updates - E360, C360 or IDD
- ✓ Tuning - updates to match rules or performance tuning
- ✓ Adding or updating DQ rules
- ✓ EBFs & Hotfixes application

Informatica Managed Services - Lite

Enhance-Rectify Offering

Our Lite MS Offering focuses solely on providing Enhance and Rectification support hours

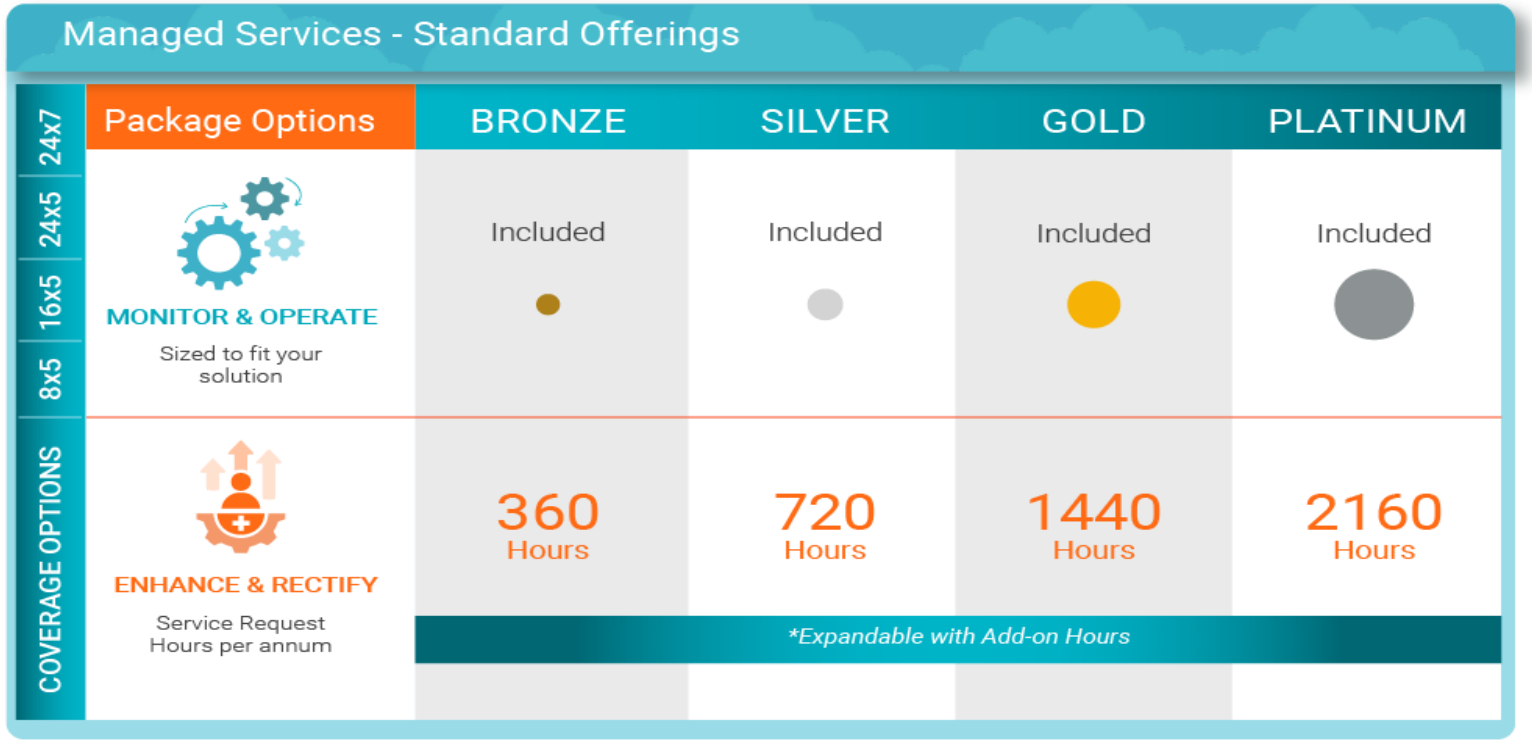
- Enhancements via Informatica experts that know your solution.
- Access to Informatica specialists for ad-hoc BAU needs.

** Your solution monitoring and operations needs are already covered through existing capabilities*

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.

Informatica Managed Services - Flexible Options



**	Additional Options	Onshore and Offshore Add-on hours available for Enhancements

We're here to Help!

Different ways we can help

- Follow up Sessions
- Technical and Business Workshops
- Assessments
- Customized Engagements
- Technical and Business Advisors
- Enhancement Support

For follow up and additional questions, please reach out to:

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Sr. Director-Professional Services
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Thank You
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