Informatica Success Offerings
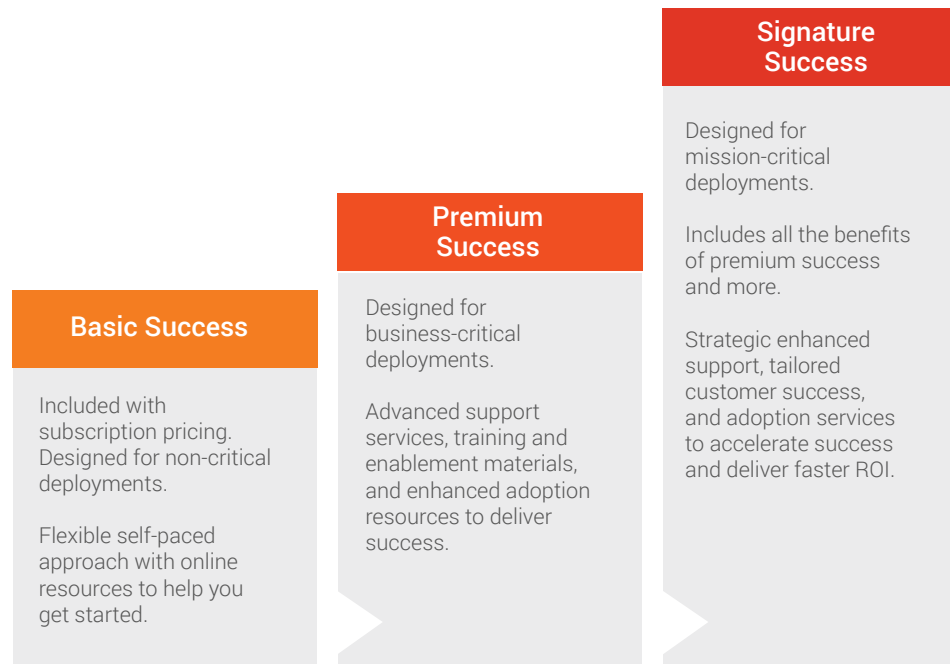
Key Benefits

- A comprehensive set of success and adoption resources tailored for your business outcomes
- Faster value realization and reduced implementation risks
- 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
- Rapid response times for most critical needs

Connecting Informatica Offerings to your Business Value—Faster ROI, Accelerated Adoption

Informatica® recognizes that the success of your enterprise data management strategy depends not only on the strength of our products, but also on superior and timely service. No matter where you are in your journey to cloud, our services deliver a connected experience across on-premises and multi-cloud deployments.

Informatica offerings are not one size fits all. We offer three success programs to unleash the potential of your investments.

Basic Success

Included with subscription pricing. Designed for non-critical deployments.

Flexible self-paced approach with online resources to help you get started.

Premium Success

Designed for business-critical deployments.

Advanced support services, training and enablement materials, and enhanced adoption resources to deliver success.

Signature Success

Designed for mission-critical deployments.

Includes all the benefits of premium success and more.

Strategic enhanced support, tailored customer success, and adoption services to accelerate success and deliver faster ROI.

SUPERIOR EXPERIENCE. FASTER TIME-TO-VALUE. UNIFIED APPROACH.

Basic Success

Designed for Non-Critical Deployments, *Subscription Only*

Basic Success is included with subscription purchases. Basic Success is an entry-level program for non-critical deployments to help you get started. Flexible self-paced approach and access to online resources provide guidance through any situation.

Key service options:

• Basic 8*5 assisted support

• Knowledge Center

• Success Academy — free micro learning courses

• Informatica DiscoveryIQ for Cloud

Premium Success

Designed for Business-Critical Deployments Spanning Multiple Geographies

Premium Success offers advanced support services to meet complex business requirements. Tailored for medium to large scale enterprises, the Premium Success program delivers 24x7 access to our support staff globally for critical issues to significantly mitigate against costly downtime and provides access to adoption resources to deliver success.

Key service options:

• Global 24x7 support for critical incidents

• Faster response commitments

• Live assistance with support experts

• Informatica DiscoveryIQ for Cloud

• Informatica University Learning Library access

• Critical milestone support

• Access to adoption and customer success resources

Signature Success

Designed for Mission-Critical Deployments, *by Invitation Only*

Signature Success offers all features of premium success and proactive support services that go far beyond conventional support for mission-critical deployments. Recommended for large-scale enterprises where performance and latency are key success factors. This program is by invitation only, designed for strategic customers who have made significant investment in Informatica products. Services include proactive support services, enhanced training resources, adoption services, and designated customer success resources to accelerate adoption and ROI.

Key service options:

• Global 24x7 support for all incidents

• Proactive support—predictive escalation, target restoration commitment

• Informatica University Masterpass

• Prioritized emergency bug fixes

• "Ask an Expert"—scheduled consults with subject matter experts

• Emergency Response Team—dedicated team for business impacting incidents

• Adoption services—tailored engagements with domain experts

• Customer success managers

Key Features

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 and involve team leads and management—without making you wait to explicitly ask for their involvement.

"Ask an Expert" Scheduled Consults with our Technical Experts

Ask an expert is a unique new channel for customers to engage directly with Informatica subject matter experts. Customers can use the dedicated time to discuss best practices, or learn about product roadmaps or use cases.

Informatica DiscoveryIQ (Cloud Only)

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

Adoption Services

Adoption Services enable our customers to get up and running quickly and accelerate the return on investment for their Informatica products. The initial focus of the Adoption Services engagement is installation and configuration, followed by development of a proof of value use case. Then, periodically throughout the subscription period, architecture reviews, checkpoints for performance, design reviews, and upgrade planning are provided. Adoption Services are currently available to Premium Success and Signature Success customers for Big Data Management (BDM), Enterprise Data Catalog (EDC), and Informatica Intelligent Cloud Services (IICS).

Informatica Masterpass

Included with the Signature Success, Informatica Masterpass is your access to any and all official Informatica educational public events and courses. Informatica Masterpass gives you access to:
• Any public instructor-led course globally, virtual or in-person (30+ courses)
• Any eLearning or on-demand training from Informatica Learning Library (50+ Courses)
• Any two certification exams per subscription year (12 options)

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

About Informatica

Digital transformation changes expectations: better service, faster delivery, with less cost. Businesses must transform to stay relevant and data holds the answers.

As the world's leader in Enterprise Cloud Data Management, we're prepared to help you intelligently lead—in any sector, category or niche. Informatica provides you with the foresight to become more agile, realize new growth opportunities or create new inventions. With 100% focus on everything data, we offer the versatility needed to succeed.

We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption.

Informatica Success Offering Program and Features

	Feature	Basic Success (Subscription Only)	Premium Success	Signature Success (Invitation Only)
Self Service	Number of Read/Write	2	8	12
	Support Channels	Web Only	Web and Telephone	Web and Telephone
	Moderated Support Forums	✓	✓	✓
	Product Enhancements and Updates	✓	✓	✓
	Knowledge Center	✓	✓	✓
	Emergency Bug Fixes	-	✓	✓
Assisted Support	Initial Response	2 Business Days	P1 = 1 hour, P2 - 4 hours	P1 = 30 minutes, P2 - 2 hours
	Continued Response	-	✓	✓
	Target Service Restoration Time	-	-	P1 − 24 hours, P2 − 48 hours
	Support Hours	8x5 For All Priorities	24 x 7 for P1	24 X 7 For All Priorities
	Live Assistance (WebEx)	-	✓	✓
	Support Case Management	10 Case Limit (+)	Unlimited	Unlimited
Proactive Support	Predictive and On-Demand Escalation	-	✓	✓
	Prioritized Emergency Bug Fixes	-	-	✓
	Informatica Discovery IQ (Cloud)	✓	✓	✓
Success Services	Informatica Success Academy	✓	✓	✓
	Informatica University	-	Learning Library	Master Pass
	Emergency Response Team	-	-	✓
	Critical Milestone Support	-	✓	✓
	Adoption Services	-	Based on qualification	✓
	Customer Success Manager (CSM)	-	Based on qualification	✓
	Ask An Expert	-	✓	✓

Learn More

Visit customersuccess.informatica.com or reach out to iCare@informatica.com

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