Informatica

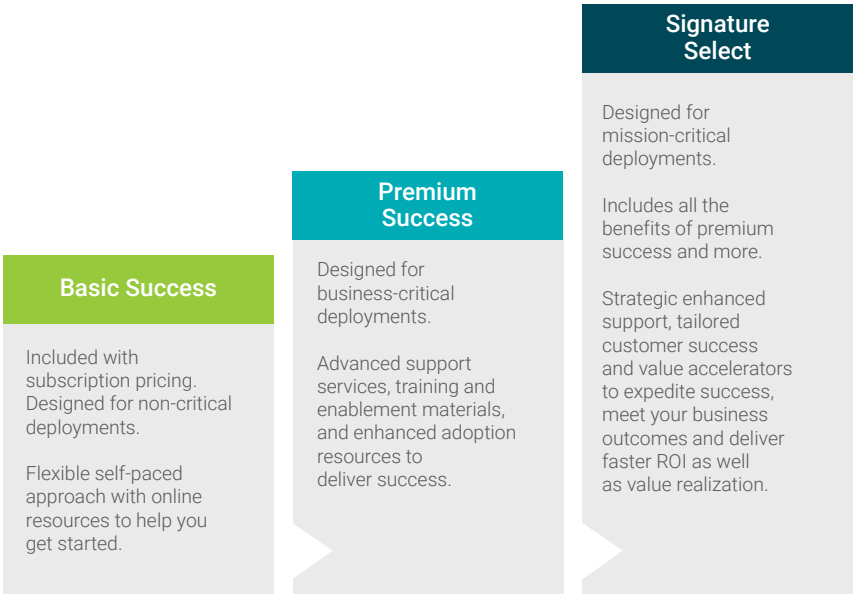
Data Sheet

Informatica Success Offerings

Connecting Informatica Offerings to Your Business Outcomes for 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 and seamless experience to achieve your business outcomes.

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



Superior Experience. Faster Value Realization. Business Outcomes.

Key Benefits

- A comprehensive set of Assisted, Self-service and Guided services tailored for your business outcomes
- Faster value realization and reduced implementation risks
- Immediate and simplified access to Global Support Centers, located in 10 regions around the globe, through eSupport
- Multi-lingual support by engineers fluent in English, French, German, Italian, Spanish, Portuguese and Japanese
- Rapid response times for most critical needs

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. A flexible, self-paced approach and access to online resources provides guidance through any situation.

Key service options:

- Basic 8x5 assisted support
- Knowledge Center
- Informatica Success Center (University and Success Portal)

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 resources to deliver success through faster adoption.

Key service options:

- Global 24x7 support for critical incidents
- Faster response commitments
- Live assistance with support experts
- Informatica Success Center for continuous learning
- Critical Milestone support
- Access to customer success resources

Signature Select

Designed for Mission-Critical Deployments, *Subscription Only*

Signature Select offers all the features of premium success and proactive support services for mission-critical deployments. It is recommended for large-scale enterprises where performance and latency are key success factors. This program is designed for strategic customers who have significant deployments to realize faster value and business outcomes.

"Informatica GCS (Global Customer Support) services offering is a model for emulation. Ease of documenting a case, workflow of remediation and the technical expertise makes this experience repeatable and enjoyable. Thank you!"

Patrick Lesandrini
Application Manager, Leading online payments company

Services include proactive support services, and enhanced training resources. They also include guided services such as value accelerators, health check services and designated success resources to accelerate adoption, derive faster ROI and achieve business outcomes

Key service options:

- Global 24x7 support for all incidents
- Proactive support — predictive escalation, target restoration commitment
- Informatica Success Center (University and Success Portal Continuous Learning)
- Prioritized emergency bug fixes
- "Ask an Expert" — scheduled consults with subject matter experts
- Emergency Response Team — dedicated team for business impacting incidents
- Value Accelerators
- Personalized Outcome-based Success Plans
- Critical Milestone Support

Key Features

"Ask an Expert" Scheduled Consults with our Technical Experts

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

Value Accelerator

Value Accelerator is a powerful advisory engagement that enables our customers to deploy the right components at the right phase to accelerate their cloud journey. The Value Accelerators have been designed to provide structured technical advisory and guidance all along the cloud journey. This guidance engagement assists in advancing faster in the life cycle, drives rapid adoption, leading to faster ROI and faster value realization.

Value accelerators are currently available to Premium Success and Signature Select customers for their cloud journey using our Intelligent Data Management Cloud™ (IDMC) platform.

Informatica Success Center

Included with the Signature Select, Informatica Success Center is your access to all official Informatica educational public events and courses. Informatica Success Center gives you access to Informatica University and Success Portal for your continuous learning needs.

Personalized Success Plan

As part of our vision for Customer Success, this feature provides a personalized outcome-based success plan to have a collaborative partnership between our customers and their success team at Informatica, to assist them in every stage of their journey to realize value. The success plan ensures that our customers' success is monitored and tracked based on how they envision their journey.

Business Value Review

This collaborative service provides a regular interlock between our customers and their success team at Informatica, to review progress in their journey. The review comprises of discussions on achievements, challenges and overcoming obstacles and value addition to expedite business outcomes.

Health Check Services

The Health check is an advisory service that provides our Cloud customers with insights on their environment. This service also provides information to check if the solution is well adopted. The insightful information will assist with actions to enhance solution adoption and ensure smooth operations towards their business outcomes. This is available for customers on our Intelligent Data Management Cloud (IDMC) platform.

Informatica Success Offering Program and Features

	Features	Basic Success*	Premium Success	Signature Select*
Self Service	Number of Case Submitters	2	8	12
	Support Channels	Web Only	Web & Telephone	Web & Telephone
	24x7 Self-Help Resources	✓	✓	✓
Assisted Support	Assisted Support Hours	8x5 For All Priorities	24x7 for P1	24x7 for All Priorities
	Assisted Case Management	10 Case Limit	Unlimited	Unlimited
	Initial Response	2 Business Days	P1 = 1 hours P2 = 4 hours	P1 = 30 mins. P2 = 2 hours
	Continued Response	-	✓	✓
	On Demand Escalations	-	✓	✓
	Critical Milestone Support	-	✓	✓
	VIP Support (Designated Support)	-	-	✓
	Prioritized Emergency Bug Fixes	-	-	✓
	Target Service Restoration	-	-	P1 = 24 hours P2 = 48 hours
	Emergency Response Team	-	-	✓
Guided Services	Informatica Success Center (University, Success Portal)	✓	✓ Learning Library	✓ MasterPass
	Personalized Success Plan	-	✓ +	✓
	Business Value Review	-	Annual +	Semi-Annual
	Ask an Expert	-	✓	✓
	Value Accelerator	-	1 per / year	✓
	Dedicated Success Team	-	✓ +	✓
	Health Check Services	-	-	✓

*** Subscription Only**
+ Based on qualification for Premium Success customers.

Learn More

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

Informatica (NYSE: INFA) brings data to life by empowering businesses to realize the transformative power of their most critical assets. When properly unlocked, data becomes a living and trusted resource that is democratized across your organization, turning chaos into clarity. Through the Informatica Intelligent Data Management Cloud™, companies are breathing life into their data to drive bigger ideas, create improved processes, and reduce costs. Powered by CLAIRE®, our AI engine, it's the only cloud dedicated to managing data of any type, pattern, complexity, or workload across any location — all on a single platform. Informatica. Where data comes to life.

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