

Informatica On-Premise Support

Key Benefits

- Quick and easy access to our expert support staff at 11 Global Support Centers
- Multi-lingual support by engineers fluent in English, French, German, Dutch, Italian, Spanish, Portuguese, Japanese, Mandarin, and Korean
- Consistent and reliable support processes
- Rapid turnaround on critical issues and delivery of fixes to ensure your project is on time, every time
- Award-winning self-service platform providing superior customer experience

Support, Your Way.

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. We are committed to continuous innovation and customer success programs that maximize the value of your data and investments.

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 24/7 support for critical issues

Tailored for medium to large enterprises, Enterprise Support provides 24/7 access to our global support staff for critical issues, significantly mitigating costly downtime. Enterprise Support 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)
- Predictive escalation
- Emergency bug fixes
- Online access to Moderated Discussion Forums, knowledge base, Support TV, documentation and technical resources
- Product updates, upgrades and enhancements

“We are excited about Informatica’s enhanced support programs. Truly innovative is the predictive escalation functionality which pre-emptively alerts of any potential issues which could impact business. The proactive services such as critical milestone support is a great value-add for us. With these services we expect to accelerate our implementation cycles by 10%.”

—Director, Time Warner Inc.

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 (ICCs)

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, as well as 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.

Key Service Options:

- Prioritized bug fixes
- Target service restoration commitments
- Faster response times with shorter target resolution times
- Informatica University OnDemand Subscription
- Customer success manager

Value-Added Support Services

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 your team resolve problems faster and more effectively, Informatica has developed a program to pass knowledge from our own expert support engineers to one or two key individuals by inviting them to one of our own support centers.

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

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

Support Programs Overview

	ENTERPRISE	MISSION CRITICAL
SELF-SERVICE ENTITLEMENTS		
Number of Read/Write Contacts	8	12
Support Channels	Web, email, and phone	Web, email, and phone
Moderated Support Forums	•	•
Online Knowledge Base	•	•
Product Enhancement and Updates	•	•
Emergency Bug Fixes	•	•
Support Enablement Materials	•	•
Best Practices Webinars	•	•
eService Apps	•	•
Informatica Certified Specialist Exam	•	•
RESPONSE ENTITLEMENTS		
Initial Response	P1 = 1 hour, P2 - 4 hours	P1 – 30 Min, P2 - 2 Hours
Global 24/7 Support	P1 only	All priorities
Follow the Sun Case Handling	P1 only	All Priorities
Predictive Escalation	•	•
On Demand Escalation	•	•
Continued Response SLA	•	•
EXCLUSIVE MISSION CRITICAL ENTITLEMENTS		
Target Service Restoration Time		P1-24 Hours, P2 - 48 Hours
Prioritized Emergency Bug Fixes		•
Designated Support Team		•
Critical Milestone Support		•
Informatica University OnDemand Subscription		•
Informatica Competency Center Enablement*		•
Customer Success Manager*		•
BUSINESS CRITICAL SUCCESS PLAN (Add On)		
Sunset Version Support	•	•
2x Faster Response Times	•	•
Direct Access to Subject Matter Experts	•	•
On Demand Live assistance	•	•
Assigned Success Manager	•	•
Project Success Bundle	•	•

*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 dlicare@informatica.com

Add on: 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 dlicare@informatica.com

About Informatica

Informatica is a leading independent software provider focused on delivering transformative innovation for the future of all things data. Organizations around the world rely on Informatica to realize their information potential and drive top business imperatives. More than 5,800 enterprises depend on Informatica to fully leverage their information assets residing on-premise, in the Cloud and on the internet, including social networks.



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