

Informatica Cloud Support

Support, your way. Another industry first.

Service Highlights

- Rapid response times for your most critical needs
- Faster value realization
- Reduced implementation risks
- Accelerated adoption success through best practices
- World-class self-service platform available 24/7
- Proactive alerts and notifications to improve up-time
- Outcome-focused success services

“Informatica Customer Service is par excellence. Thank you for proactively working with us to ensure that our platform and integrations are set up to deliver maximum performance with minimum support requirements. I truly appreciate the partnership with my team.”

—IT Manager, Janssen Pharmaceuticals

Informatica recognizes that the success of your enterprise data integration strategy depends not only on the strength of the software, but also on the superior, timely service and support you receive. Unlock the potential of your cloud investments with Informatica Global Customer Support (GCS) services.

Standard Support

Basic support for non-critical implementations.

This is an entry-level support program included with Informatica Cloud subscription charges.

Key Service Options:

- Web-based support
- Moderated support forums
- Online knowledge base

Premier Support

Customized for small to medium enterprises that require SLA-bound unlimited assisted support for critical implementations

This program provides 24x5 access to our support staff globally for P1 issues, significantly mitigating costly downtime.

Key Service Options:

- Unlimited SLA-bound assisted support through web, email, and phone
- 24/5 P1 support with a 4-hour initial response SLA
- Live Expert chat
- Virtual customer onboarding and access to virtual customer architects through scheduled webinars
- Cloud Academy and training
- Value-added proactive services for successful implementation include:
 - Informatica DiscoveryIQ (IDIQ)
 - Product-critical alerts and upgrade readiness reports through IDIQ

Enterprise Support

Proactive services beyond conventional support to meet complex business requirements of medium to large enterprises accelerating adoption and reducing TCO.

Enterprise Support provides comprehensive value bundling of the most sought-after support and success offerings.

Key Service Options:

Support Services: Rapid response times and proactive prioritized case handling

- 24/7 P1 support
- Initial response and continued response SLA commitments
- Predictive escalations and online escalations
- Predictive critical cases

Customer Success Services: Drive user adoption with expert recommendations

- Customer Onboarding
- Starter Success Packs and Health Checks

Value-added proactive services for successful implementation

- Informatica DiscoveryIQ (IDIQ) Plus

Mission Critical Support

Recommended for large enterprises with complex data integration projects fueling business value in both cloud and hybrid IT.

Mission Critical Support focuses on customers with multiple projects in a pure cloud and/or hybrid environments where latency and performance are key factors to the success of a project. This level offers all of the services of Enterprise Support in addition to a higher level of customer success engagement, peer benchmarking, and accelerated response times.

Key Service Options:

- 24/7 Support for all priorities
- Faster response times
- Target Service Restoration commitment
- Adoption benchmarking
- Executive Business Review
- Designated Support Team
- Customer Success Manager
- Expert Success Packs and Health Checks

The ICRT product is an important part of the solution we deliver to customers, so it's critical we have a great team to reach out to if we have any question or service needs. The Informatica Cloud Support team delivers exactly what we need by responding quickly to all of our cases and taking time to understand our use case. I highly recommend them.

—Tim O'Connor, INSynergy LLC

Value-Added Support Services

Predictive Escalation & Predictive Critical Cases

A predictive algorithm monitors and pre-emptively alerts the Support leadership of situations requiring direct attention. Analyzing complex log patterns and adoption information through IDIQ, we proactively create P1 cases when we identify any environment-specific anomalies and risks of downtime.

Predictive Critical Cases

Analyzing complex log patterns and adoption information through DiscoveryIQ, Informatica predicts any environment specific anomalies and risks of downtime. P1 cases will be proactively created automatically created on behalf of the customer and contacted by a support expert.

Critical Milestone Support

Focused support during a critical activity or milestone within your project, this service adds confidence and helps mitigate risks during periods of change. We'll work with you to ensure that we are fully apprised of your goals, risks, and strategies—which saves precious time should you need to call upon support.

Informatica DiscoveryIQ (IDIQ)

Visibility into product usage information and operational statistics is no longer a well-kept secret. IDIQ is a proactive personalized platform that's well-integrated with Informatica Cloud products, helping you realize value on your investment faster. Some of the differentiated features includes advanced analytics with usage, operational and prediction reports, proactive alerts and notifications, pre-emptive recommendations, and targeted updates during upgrades and critical milestones.

With IDIQ, 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

Customer Success Services

To make the most of your Informatica Cloud investments, Customer Success Managers help align Informatica products with your technology and business drivers and initiatives.

Benefits include:

- Single point of contact during the Onboarding process
- Expert review of project objectives and delivery milestones
- Best practice and architecture sessions
- Dedicated customer training plan (based on the subscription agreement)

“Informatica Support has Engineers with thorough knowledge of their product. Support Engineers are very patient listeners. The Support Team as a whole actively seeks feedback and use it to continuously making the customer experience better.”

—Astha Panchal, Data Services Manager, Silverline

Cloud Customer Success Packs

Informatica Cloud Success packs are designed to help customers accelerate Go-Live and maximize adoption of their Informatica Cloud Subscription with a “Do it with me” approach. The Starter Success Packs are included with Enterprise Support and Expert Success Packs are included with Mission Critical Support based on the ACV spend. For a list of available Expert Success Packs, please contact your account manager or Renewals Team member.

Key Benefits:

- Accelerate your project go-live
- Expert Cloud Architect to help you architect and build your use case

Additional Resources

- [Visit us online](#) to learn more about support services
- For more details about Cloud Support, please refer to the [Customer Guide to GCS Services Policies and Procedures](#)
- [Cloud Academy](#)
- Number of value-added services may vary based on value of Informatica investments. For details, please contact your account manager or email our Subscription Renewals Team at support_admin@informatica.com
- For more details on Expert Success Packs, please contact your account manager or Subscription Renewals Team. You can also email the Architect team at DLSuccesspackhelp@informatica.com.

Support Programs Overview

SERVICE CATEGORY	SELF-SERVICE FEATURES	STANDARD	PREMIER	ENTERPRISE	MISSION CRITICAL
Self-Services	Informatica Cloud Academy	●	●	●	●
	Online knowledge base	●	●	●	●
	Support TV	●	●	●	●
	Moderated support forums	●	●	●	●
	Product updates	●	●	●	●
	Emergency bug fixes		●	●	●
	Informatica DiscoveryIQ		Basic	Plus	Plus
	Adoption monitoring			●	●
	Product alerts		●	●	●
	Upgrade readiness reports		●	●	●
Assisted Services	Assisted support cases	Limited	Unlimited	Unlimited	Unlimited
	Number of read/write contacts	2	6	8	12
	Support channel	Online case submission only	Web, email, chat, and phone	Web, email, chat, and phone	Web, email, chat, and phone
	Initial response	P1 – 1 Business Day	P1 – 4 Hours	P1 - 1 hour, P2 - 4 hours	P1 - 30 min, P2 - 2 hours
	Continued response SLA			P1 - 2 hours P2 - 8 hours P3 - 12 hours	P1 - 2 hours P2 - 8 hours P3 - 12 hours
	Global P1 support		24/5	24/7	24/7
	“Follow the Sun” case handling		P1 Only	P1 Only	All Priorities
	Target restoration services				P1 - 24 hours, P2 - 48 hours
	Designated support team				●
Success Services	Critical milestone support			●	●
	Predictive escalation			●	●
	Predictive critical cases			●	●
	Proactive health check review			●	●
	Adoption benchmarking				●
	Executive business review				●
	Customer success manager		Virtual	●	●
	Customer on boarding		Virtual	●	●
	Customer success architects		Virtual	●	●
	Customer success packs			Starter	Expert
Best Suited for		SMB with non-critical and non-production data	SME with business critical single time zone production-critical implementations	Large enterprise with applications needing multi time zone support with accelerated first value	Very large scale enterprises having business-critical applications needing strategic partnership with life cycle management

About Informatica

Informatica is 100 percent focused on data because the world runs on data.

Organizations need business solutions around data for the cloud, big data, real-time and streaming. Informatica is the world's No. 1 provider of data management solutions, in the cloud, on-premise or in a hybrid environment. More than 7,000 organizations around the world turn to Informatica for data solutions that power their businesses.



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