Informatica Global Customer Support Guide
Version 13.3
Released August 2015

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CHAPTER 1 - Introduction

Global Customer Support

Informatica is committed to ensuring that our customers and partners are successful in deploying and using Informatica products, wherever they are located. Informatica Global Customer Support, or GCS, is a team of dedicated support personnel operating from support centers in North and South America, Asia, and Europe. From these centers, GCS provides a range of support products to meet the varying needs of customers and partners, including support in a variety of languages (English, Italian, French, Dutch, German, Spanish, Portuguese, Japanese, Mandarin and Korean), coverage on a 24x7 basis for those who need it, and multiple communications channels including twitter, forums, email, telephone and a dedicated support portal. To provide an effective and efficient service to our customers, GCS has invested in a sophisticated support system which ensures that all questions and issues raised are logged, addressed, and tracked through to completion. The system builds a history for each customer and allows GCS to pass valuable information back to our research and development teams.

About this guide

This guide introduces our customers and partners to the full range of support services available from Informatica. It is designed to help customers use support services as easily and as effectively as possible. It covers what each level of service offers, how it operates, what to expect, and the roles and responsibilities of both support personnel and customer contacts. This guide also covers the background to the provision of support services such as product version releases, their life cycles and dependencies.

Informatica is constantly seeking ways of enhancing its support services and consequently this guide is subject to change. The latest version of this guide is available on the Informatica portal – My Support.

CHAPTER 2 -Terminology

Before looking further at the support services, it is important to understand some of the terminology used within Informatica GCS. Informatica has tried to organize its support systems to match the way in which its customers have deployed Informatica products.

Accounts and Projects

Many of the world's leading organizations use Informatica products. The adoption and success of a product in one part of an organization often leads to further adoption of Informatica products in other areas of that organization.

This model is used to log and track activity in Informatica's support system. The first time a customer purchases a product and support from Informatica an Account is opened in our support system. A project is assigned to that account to reflect the customers' project. If the same customer subsequently purchases more licenses for another project then a new project will be created and associated to the same customer account.

Contacts

A contact in this context is a person who is working on a project. A project can have three different types of contact: primary, read only, and read/write.

- Primary Contact: This is the person the customer nominates to be responsible for maintaining the integrity of the contact list for their project. This may be, for example, the Project Manager. Quite often if this is the case, they will not want to raise Cases with Informatica, and therefore be designated as a read-only contact.

- Read/Write: Read/write contacts can open new and update existing Cases. The number of read/write contacts a project is entitled to is linked to the level of agreement purchased.

- Read Only: Read-only contacts cannot raise new Cases or update existing Cases. However, they do have access to online support through the My Support portal so they can view all Cases associated with their project and search the Knowledge Base.

For customers who receive support from a partner or distributor, please contact that partner or distributor if you require access to view your cases. With the agreement of the partner or distributor you can be added as a read-only contact.

Although a contact will normally be employed by the same company that has purchased the product, a customer may use one of Informatica's consulting partners to develop the project. The customer may choose who it has as its contacts.

Cases

Each time a question or issue is raised with Informatica GCS, the details are recorded in our support system. Each separate question or issue generates a unique reference number. This is the Case reference number.

Maintenance Agreements

When customers initially purchase a product (or products) from Informatica, they also purchase support and maintenance, commonly for one year. This is known within GCS as a Maintenance Agreement. Towards the end of the maintenance period, the customer will be contacted with a quote for renewing the agreement. Without a valid agreement, customers will not be able to contact Informatica GCS for help or receive any upgrades and enhancements.

In order to receive support, a project must have a valid maintenance agreement on a production copy of Informatica Software.

CHAPTER 3 - Customer Support Programs Overview

This section of the guide is divided into two parts, the first covering on premise software licenses and the second covering cloud, subscription based licenses.

On Premise Support Offerings

Service Feature	Mission Critical	Enterprise
Number or read/write contacts	12	8
Moderated Support Forums	☑	☑
Online Knowledgebase	☑	☑
Support Channel	Web, email, telephone	Web, email, telephone
Product Enhancement and Updates	☑	☑
DiscoveryIQ**	Plus	Plus
Emergency Bug Fixes	☑	☑
Predictive Escalation	☑	☑
Initial Response	P1 – 30 mins P2 – 2 hours	P1 – 1 hour P2 – 4 hours
Continued Response SLA	☑	☑
Target Service Restoration Time	P1 – 24 hours P2 – 48 hours	
Global 24x7 P1 Support	☑	☑
"Follow the Sun" Case handling	All priorities	P1 only
Support Enablement Materials	☑	☑
Best Practices Webinars	☑	☑
Prioritized Emergency Bug Fixes	☑	
Designated Engineering Team	☑	
Sunset Version Support	Included – 12 months*	Add-on*
eService Apps	☑	☑
Informatica University OnDemand Subscription	☑	
Informatica Certified Specialist Exam	☑	☑
Critical Milestone Support	☑	☑
Installation Checkpoint Service	☑	☑
Implementation Checkpoint Service	☑*	Add-on*
Upgrade Checkpoint Service	☑*	
Informatica Competency Center Enablement	☑*	
Remote Health Check	☑	
Customer Success Manager	☑*	
Customer Success Pack	☑*	
Project Success Pack		☑***

*Availability of services may vary based on value of Informatica Investments. For details please contact your Account Manager or our Maintenance Renewals Team.
**DiscoveryIQ will be available for On-Premise Support by Q4 2015.
***Available for new customers.

On Premise Support Programs Description

Enterprise Support

Enterprise support is for customers who have multiple projects utilizing Informatica products either in a single location or across multiple geographies. Projects with an Enterprise agreement may nominate eight read/write contacts. In addition, Enterprise support provides access to customer support engineers 24 hours per day, 7 days a week for Priority 1 (P1) Cases. Enterprise Support provides access to support enablement material, emergency bug fixes as well as access to a number of value added, outcome based services such as Installation Checkpoint Service.

To open a P1 case outside of normal business hours (in the time zone where the licenses were purchased), please contact Support using the local support telephone number (http://www.informatica.com/us/services-and-training/support-services/global-support-centers). Cases opened using other mechanisms will not be reviewed until the following working day.

Support outside of normal business hours is only available in English.

Mission Critical Support

Mission Critical support is for customers with multiple projects where latency and performance are key factors to the success of a project. Customers opting for Mission Critical Support will benefit from a faster response time for high priority issues as well as target resolution times.

This level provides all of the services of Enterprise support and additionally provides the option to have a designated engineering team within the Informatica support organization and follow the sun

support for all priorities of cases. Projects with Mission Critical support can have up to 12 nominated read/write contacts.

If support is required outside of normal business hours (in the time zone where the licenses were purchased), then please contact Support using the local support telephone number

(http://www.informatica.com/us/services-and-training/support-services/global-support-centers). Cases opened using other mechanisms may not be reviewed until the following working day. Support outside of normal business hours is only available in English.

On Premise Support Components

Online Knowledge Base and Support TV

Informatica Customers have access to our comprehensive Knowledgebase (http://mysupport.informatica.com). The Knowledgebase can be used to search for documented solutions to known technical issues about Informatica products. It also contains answers to frequently asked questions, technical white papers, and FAQs. Any questions, comments, or ideas about the Knowledgebase, can be submitted to the Informatica Knowledgebase team through email to KB_Feedback@informatica.com.

In addition to the Knowledgebase, Informatica GCS has its own channel on YouTube that contains a number of videos aimed at helping customers resolve technical issues. https://www.youtube.com/user/INFASupport

Product Enhancements/Updates

Customers who have a project with a valid support agreement are entitled to receive hot fixes and patches for their Informatica products. Hot fixes are produced for the current and one previous release. Additionally, supported customers can request for the latest versions of Informatica products that they have purchased as and when they become available.

Web Based Support

Before opening a Case, customers are encouraged to log into My Support and search the Knowledge Base, browse the support solution center, or use the discussions. In addition there is a section containing debugging tools to assist with the isolation and resolution of issues.

The majority of issues can be resolved in this way. If no solution is found, then a Case can be opened and the customer will be prompted to attach all relevant information to allow a support engineer to start isolating and resolving the problem.

Moderated Support Forums

Customers have full access to discussions that are moderated by Informatica, allowing customers, partners, and enthusiasts to share knowledge and solve problems.

Informatica DiscoveryIQ & DiscoveryIQ Plus

Informatica DiscoveryIQ is a value added service platform which helps customers obtain a complete understanding of their product usage and consumption. Its built-in intelligence brings contextual recommendations and best practices based on product usage trend, anomalies detected and overall interaction history with Informatica.

- Product adoption and Operational KPI report pack
- New customer On-boarding and Go-Live checkpoint services
- Implementation health check and contextual recommendations

- Upgrade validation checkpoint and critical jobs monitoring
- Product performance improvement and optimization service
- Produce configuration and log analysis with diagnostic reports
- Personalized and tailored content based on past experience and potential pitfalls

Feature	Informatica DiscoveryIQ	Informatica DiscoveryIQ Plus
Interactive Dashboard	☑	☑
Critical Alerts	☑	☑
Adoption Analytics	☑	☑
Operational Analytics	☑	☑
Best Practices and Recommendations	☑	☑
Upgrade Checkpoint Report	☑	☑
Onboarding Content	☑	☑
Intelligent Content		☑
Predictive Analysis		☑
Peer Benchmarking		☑
Advanced Log Analytics		☑

Emergency Bug Fix

If a customer finds a bug in the product that either stops production or prevents a key milestone being achieved and puts deadlines at risk, and there is no valid workaround, Informatica will provide an Emergency Bug Fix (EBF). For those customers that choose mission critical support, GCS will ensure that any EBF request is prioritized and driven through the process.

Note: An EBF is a one-off fix for the specific product version, and it does not go through the complete QA testing and regression suite in the same way as a new release or hot-fix. GCS strongly recommends that customers deploy the latest Hotfixes rather than single, one-off EBF's.

E-service apps

In addition to the traditional support access methods of email, telephone and portal, Informatica customers can also use twitter or the mobile app for interacting with Informatica GCS.

The **Informatica Support Mobile** app provides our customers an additional way to access Informatica Support for easy Case Management, quick access to training materials such as Support Videos and Webinars, effective CR management and real-time notifications, alerts etc. Some of the key features of this app are:

- Prompt notifications on Cases that waiting for your inputs.
- Quick Project Dashboard to depict cases waiting on Informatica.
- Easy drill-down to Cases Activities.
- Personalized view of Cases by owner.
- Quick Reply option on an activity.
- Real-time updates on Informatica support tweets.
- New product and hotfix announcements.
- Instant Option for calling Informatica Support.
- Watch Support Videos and Support Webinars.
- Track Change requests.

- Recent Recommendations personalized for your environment.
- The App can be downloaded from Google Play Store and Apple's iTunes Store

Continued Response SLA

Customers with Enterprise and Mission Critical Support are provided with the additional benefit of an ongoing response commitment providing guaranteed regular updates.

Priority	Updates no longer than every:
P1	2 Hours
P2	8 Hours
P3	12 Hours

Global 24x7 P1 Support

Customers with a valid Enterprise or Mission Critical support agreement may open high-priority Cases (Priority 1, or P1) outside of normal working hours. Such requests can be opened through email or through the My Support portal. However, to ensure that the issue has been received by Informatica GCS, it should be followed up with a telephone call. The call will be routed to an engineer in the support center who is best equipped to handle the request.

Please note, in regions where Informatica provides local language support, support outside of normal office hours in these regions will be provided in English.

Predictive Escalation

Predicative Escalation is an advanced and intelligent machine learning algorithm that monitors Case activity in context and pre-emptively alerts the Support leadership of situations requiring their direct attention. This service will apply a continuously updated algorithm to Support Cases to determine when a case needs escalation, involving Team Leads and management without the customer having to explicitly ask for their involvement.

Informatica Certified Specialist Exam

Customers with Enterprise Support will have the opportunity to have one contact sit a certification exam once per year for no additional charge. Customers with Mission Critical Support will have the opportunity to have 3 contacts sit a certification exam once per year (or for one contact to sit 3 exams).

Support Enablement Materials

Read/Write contacts from customers that have Enterprise or Mission Critical support will have access to all enablement material from GCS.

Best Practices Webinars

Informatica Support Webinars are a monthly initiative from the Global Support Organization, where a Subject Matter expert will present sessions on a various aspects of Informatica Product(s). Informatica Support Webinars are presented on the last Thursday of every month. Customers can register for the webinars by going through the details posted via a banner on the home page of MySupport or through the registrations links sent through invitations based on the product profile settings of the users.

All webinar topics are recorded and uploaded to our INFASupport YouTube channel

Follow the Sun Case Handling

GCS has a number of support centers around the globe enabling Cases to be passed from one center to another, effectively providing the ability to work on a problem around the clock.

If a customer with Mission Critical support requires an issue to be worked around the clock the request should be made to the support engineer.

During problem isolation and resolution, engineers may require additional information from customers. If they are not available, this will delay progress and work will not be able to start again until the requested information is available. In these circumstances the case priority may be downgraded.

Please note, in regions where Informatica provides local language support, support outside of normal office hours in these regions will be provided in English.

Informatica University On-Demand Subscription

Customers who purchase Mission Critical support are entitled to one annual subscription pass for the onDemand training offered by Informatica University. One annual pass consists of 60 lab hours which can provide more than 1 on-Demand training topic. For example: Complete PowerCenter on-Demand training is 40 hours. This provides customers access to the entire onDemand training catalog with immediate access, any time of day. Numbers of passes may vary based on the value of Informatica investment. For details, please contact your Account Manager or visit our Informatica University site for details.

Designated Engineering Team

For our Mission Critical customers, to enhance the level of understanding of a project, a team of designated engineers will handle Cases from the customer. This improves continuity, allows customer contacts and the designated team to build a closer working relationship, and provides the team with a better context within which to provide assistance.

Critical Milestone Support

This offering provides short-term, proactive Informatica based assistance at critical stages during a project. Milestones can include migration of Informatica environments from test/development to production, migration of the Informatica production environment to a new server, installation or upgrade of products. The support offering includes the following:

- Review of milestone or project activity
- Mitigation of risks by identifying known issues or potential problems and review of third party software to ensure interoperability
- Real time support provided by a Support Engineer that has become familiar with the environment and project prior to the event thus saving time if a critical issue arises

The aim of the critical milestone support service is to provide customers with a proactive, collaborative service and therefore, reduce risk during a critical phase of a project. There will be Informatica GCS involvement before the task to:

- Identify any "known" issues before commencing the activity
- Review of third party products and dependencies (operating system versions, database versions etc.)
- Recommend steps or specific tasks to undertake
- Review success criteria
- Review roll-back plans

- Lower risk when implementing system changes by having direct support from experienced Informatica personnel
- Knowledge transfer

Critical Milestone Support is available for the following products:

- PowerCenter
- PowerExchange
- ILM
- MDM

ICC Helpdesk Enablement

As Informatica products become the standard for enterprise data integration in many organizations, customers are developing their own centers of excellence, integration competency centers, or shared services helpdesks. To help in the success of these organizations, Informatica has developed a program to share knowledge from our own skilled and experienced support engineers to one or two key individuals by inviting them to one of our own support centers.

This is available to customers with Mission Critical support who will benefit from an increased knowledge of how to troubleshoot and isolate problems with Informatica products thereby improving their ability to resolve problems. 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

Installation and Upgrade Checkpoint Services

Informatica GCS has a wealth of experience gained from dealing with past customer implementations and engineering interactions. Using this experience GCS staffs are able to provide effective ways of tracking installations and upgrades, pro-actively reviewing and analyzing specific project environments and providing specific recommendations for those environments. This service will accelerate installation and upgrade projects as well as reducing risk of post go-live issues.

The following products are supported by the Checkpoint Services:

- PowerCenter
- Data Quality
- Information Lifecycle Management (ILM) and
- Master Data Management (MDM)

Implementation Checkpoint Service

Implementation Checkpoint is a proactive value added service to accelerate successful implementation. A technical specialist from Informatica's global team of experts reviews the project environment & provides expert assessment of any potential implementation risks.

- Insight & access to our performance foundation guide
- Review of Database settings & I/O performance
- Review of environment settings
- Collect & validate key configuration parameters
- Collect & validate performance Load expectation
- Identify risks and provide mitigation plan

As part of the service, Informatica GCS will deliver a recommendation summary document. This is prepared post review based on best practices, field experience, and product expertise by the technical specialist.

The following products are supported by the Implementation Checkpoint Service:

- PowerCenter
- Data Quality
- Information Lifecycle Management (ILM) and
- Master Data Management (MDM)

Customer Success Packs

The Customer Success Service pack is a formalized process for new Informatica customers to prepare them for success. The following is covered in this process,

- Key IT and Business stakeholders are interviewed to better understand the existing organizational structure and skills of existing staff that will be needed to implement and maintain the application.
- Working sessions are conducted with program owners and initiative sponsors to align all parties on the short term business objectives and longer term enterprise vision.
- Project delivery best practices are discussed along with program governance strategies, and the various training and educational resources available from Informatica.
- An Informatica Technical Architecture Manager will then design a customized implementation blueprint for the business based upon the technical and process maturity, short term business objectives, and long term vision.
- Post deployment, the Informatica Technical Architecture Manager will return to perform an after action review and adjust the blueprint to reflect the progress made, as well as any recent business changes.
- Five day initial engagement followed by a further two day follow-up engagement.

Benefits of this service are:

- De-risk enterprise adoption at inception
- Leverage available resources and assets to realize enterprise business value
- Define an initial blueprint for success
- Embed best practices and consistency in every project

Project Success Packs

The Customer Success Service pack is a formalized process for new Informatica customers to prepare them for success on a specific project. The following is covered in this process,

- Key IT and Business stakeholders are interviewed to better understand the existing organizational structure and skills of existing staff that will be needed to implement and maintain the application.
- Working sessions are conducted with program owners and initiative sponsors to align all parties on the short term objectives and longer term project vision.

  Project delivery best practices are discussed along with program governance strategies, and the various training and educational resources available from Informatica.

- An Informatica Technical Architecture Manager will then design a customized implementation blueprint for the business based upon the technical and process maturity, short term business objectives, and long term vision.
- Post deployment, the Informatica Technical Architecture Manager will return to perform an after action review and adjust the blueprint to reflect the progress made, as well as any recent business changes.
- Two day initial engagement followed by a further one day follow-up engagement.

Benefits of this service are:

- De-risk enterprise adoption at inception
- Leverage available resources and assets to realize enterprise business value
- Define an initial blueprint for success
- Embed best practices and consistency in every project

Sunset Version Support
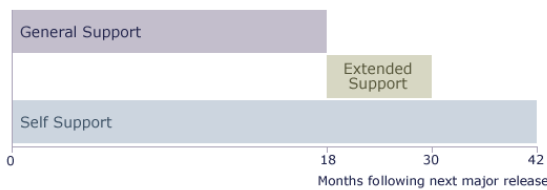
A version of software is supported for 18 months after the release of the next major version of that product. For example, versions 9.x will be supported from release until 18 months following the General Availability (GA) release of version 10.x.

Following this period, Informatica may provide a further 12 months of extended support for customers that pay an additional 25% of their Support and Maintenance fees. Customers on Mission Critical

Support will be provided 12 months of extended support at no additional cost. Customers with Enterprise Support may purchase extended support.

Target Service Restoration

For our Mission Critical customers, the following target service restoration times are available for PowerCenter, PowerExchange, MDM, and ILM range of products.

	P1	P2
Enterprise Support	N/A	N/A
Mission Critical Support	24 Hours	48 Hours

On final determination of the root cause of the error, Informatica will aim to provide a workaround within the time frames shown in the accompanying table or, as mutually agreed provide a fix that corrects the error provided that the root cause is confirmed as an Informatica error.

Customer Success Manager

A Customer Success Manager will spend time with senior business sponsors and stake holders to understand key business drivers and success factors. They will help align Informatica products with customers' technology and business initiatives. They will conduct periodic business reviews, establish on-boarding processes specific to individual customer needs, help with product adoption and ensure overall customer satisfaction with Informatica interactions.

Remote Health Check

This service, designed specifically for PowerCenter customers, will ensure that the repository is performing at the highest possible levels; check that development standards are being adhered to across the projects and developers that are using the repository; and check for excess objects that may cause an administrative overhead.

Unchecked repositories can lead to development cycles taking longer than expected, administrators having to work overtime to perform migrations and manage users, slow movement of data, and even security lapses that could compromise sensitive data.

The health check service is delivered in partnership with Informatica Professional Services and customers using this service will have the opportunity to discuss the results with one of our expert consultants. Benefits of the service include:

- Accelerate development – Review lack of standards and redundancy across your repository objects to ensure that your data integration metadata is set up for ease of development and maintenance
- Increase ROI of current environment – Identify issues, including memory, concurrent caches and log settings across your repository that might degrade performance
- Optimize security settings – Find duplicated or unused connections that could be a sign of security issues
- Decrease cost of operations and support – Identify redundancies and discover opportunities for more effective maintenance of the repository

Cloud Support Offerings

Service Feature	Mission Critical	Enterprise	Standard
Number or read/write contacts	12	8	6
Moderated Support Forums	☑	☑	☑
Online Knowledgebase	☑	☑	☑
Support Channel	Web, email, Chat and telephone	Web, email, Chat and telephone	Web based
Product Updates	☑	☑	☑
DiscoveryIQ	Plus	Plus	Basic
Emergency Bug Fixes	☑	☑	
Predictive Escalation	☑	☑	
Initial Response	P1 – 30 mins P2 – 2 hours	P1 – 1 hour P2 – 4 hours	P1 – 4 hours
Continued Response SLA	☑	☑	
Global 24x7 P1 Support	☑	☑	
"Follow the Sun" Case handling	All priorities	P1 only	
Critical Milestone Support	☑	☑	
Upgrade Checkpoint Service	☑	☑	
Best Practices Review	☑	☑	
Adoption Monitoring	☑	☑	
Adoption Benchmarking	☑		
Customer On Boarding	☑	☑	
Customer Success Packs	☑	☑*	
Informatica Cloud Academy	☑	☑*	
Customer Success Manager	☑	☑*	

> *Availability of services may vary based on value of Informatica Investments. For details please contact your Account Manager or our Maintenance Renewals Team*

Cloud Support Programs Description

Standard Support

This is the entry level support program and is included with the subscription charges. Standard Support provides access to a wealth of on-line content including Support Forums, Knowledgebase and access to support engineers through email or Informatica's Support Portal.

Enterprise Support

Enterprise support has been tailored for medium to large business enterprises providing access to Informatica GCS staff globally, 24 hours, 7 days per week for P1 issues to mitigate against potential project risks.

In addition to the service provided with Standard support, Enterprise support provides comprehensive value bundling or our most sought after service offerings.

Mission Critical Support

Mission Critical support is designed for customers with multiple projects in a hybrid environment where latency and performance are key factors for success.

In addition to providing the services of Enterprise support, Mission Critical support adds 24x7 Support for all case priorities and Adoption benchmarking to track feature usage, resource usage and adoption of various cloud services to help benchmark an organization against similar customers.

Cloud Support Components

Online Knowledge Base
Informatica Customers have access to our comprehensive Knowledgebase (http://mysupport.informatica.com). The Knowledgebase can be used to search for documented solutions to known technical issues about Informatica products. It also contains answers to frequently asked questions, technical

white papers, and FAQs. Any questions, comments, or ideas about the Knowledgebase, can be submitted to the Informatica Knowledgebase team through email to KB_Feedback@informatica.com.

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The majority of issues can be resolved in this way. If no solution is found, then a Case can be opened and the customer will be prompted to attach all relevant information to allow a support engineer to start isolating and resolving the problem.

Moderated Support Forums

Customers have full access to discussions that are moderated by Informatica, allowing customers, partners, and enthusiasts to share knowledge and solve problems.

Adoption Benchmarking

Tracks usage and allows comparison of adoption with organizations of similar sizes. Allows tasks to be optimized across peak and non-peak load times, allows the management of security through user audits and much more.

Critical Milestone Support

This offering provides short-term, proactive Informatica based assistance at critical stages during a project. Milestones can include migration of Informatica environments from test/development to production, migration of the Informatica production environment to a new server, installation or upgrade of products. The support offering includes the following:

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- Review of third party products and dependencies (operating system versions, database versions etc.)
- Recommend steps or specific tasks to undertake
- Review success criteria
- Review roll-back plans
- Lower risk when implementing system changes by having direct support from experienced Informatica personnel
- Knowledge transfer

Best Practices Review

Best Practice and Architecture Sessions from the Experts! Tools to help customers get started on the right track to accelerate the time to success and achieve the desired outcome! Benefits include:

- Use case review
- Product architecture and best practices
- Informatica Cloud application level sessions based on product licensing

Customer On-Boarding

The Cloud Onboarding Service enables customers to successfully launch cloud services projects. Informatica Customer success managers will engage with customers for a fixed scope of work, within fixed time commitments. Informatica will review customer's requirements and confirm in advance that the Informatica Cloud Customer Success Service offering will meet those requirements.

Customer Success Packs

Customer success packs will ensure success with Informatica's cloud products by defining customer training plans based on the subscription agreement.

Global 24x7 P1 Support

Customers with a valid Enterprise or Mission Critical support agreement may open high-priority Cases (Priority 1, or P1) outside of normal working hours. Such requests can be opened through email or through the My Support portal. However, to ensure that the issue has been received by Informatica GCS, it should be followed up with a telephone call. The call will be routed to an engineer in the support center who is best equipped to handle the request.

Follow the Sun Case Handling

GCS has a number of support centers around the globe enabling Cases to be passed from one center to another, effectively providing the ability to work on a problem around the clock.

If a customer with Mission Critical support requires an issue to be worked around the clock the request should be made to the support engineer.

During problem isolation and resolution, engineers may require additional information from customers. If they are not available, this will delay progress and work will not be able to start again until the requested information is available. In these circumstances the case priority may be downgraded.

Informatica DiscoveryIQ and DiscoveryIQ Plus

Informatica DiscoveryIQ is a value added service platform that helps customers with a complete understanding of their product usage and consumption. Its built-in intelligence brings contextual recommendations and best practices based on product usage trend, anomalies detected and overall interaction history with Informatica.

Solution Manager Highlights:

- Product adoption and Operational KPI report pack
- New customer On-boarding and Go-Live checkpoint services
- Implementation health check and contextual recommendations
- Upgrade validation checkpoint and critical jobs monitoring
- Product performance improvement and optimization service
- Produce configuration and log analysis with diagnostic reports
- Personalized and tailored content based on past experience and potential pitfalls

Feature	Informatica DiscoveryIQ	Informatica DiscoveryIQ Plus
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Upgrade Checkpoint Report	☑	☑
Onboarding Content	☑	☑
Intelligent Content		☑
Predictive Analysis		☑
Peer Benchmarking		☑
Advanced Log Analytics		☑

Product Updates

All customers with valid subscriptions will be entitled to receive enhancements and updates as they are released. Informatica has a team of dedicated engineers who are highly motivated to ensuring Informatica Cloud Services remains the market leader.

Continued Response SLA

Customers with Enterprise and Mission Critical Support are provided with the additional benefit of an ongoing response commitment providing guaranteed regular updates.

Priority	Updates no longer than every:
P1	2 Hours
P2	8 Hours
P3	12 Hours

Predictive Escalation

Predicative Escalation is an advanced and intelligent machine learning algorithm that monitors Case activity in context and pre-emptively alerts the Support leadership of situations requiring their direct attention. This service will apply a continuously updated algorithm to Support Cases to determine when a case needs escalation, involving Team Leads and management without the customer having to explicitly ask for their involvement

Upgrade Checkpoint Service

Upgrade Checkpoint Service provides a seamless upgrade service by combining predictive analytics and timely notifications with Informatica's outcome-focused support team. The service is tailored to each customer's environment to reduce the amount or effort needed to prepare for a successful upgrade. The service also provides customized recommendations based on new features that are relevant to each customers own unique usage and environment.

Cloud Academy

Cloud Academy provides access to instructor led courses to provide customers an introduction to Informatica Cloud Services. Intended for business users who wish to integrate data across cloud-based applications and on premise systems and databases or alternatively provide an option to branch into advanced topics like Hybrid integration and Cloud Real-time.

- Watch the Video to learn a topic.
- Perform the hands on Lab Exercise to practice what has been learnt
- Take a quiz as a review of the concepts and ideas taught.

Customer Success Manager

A customer success manager (CSM) will work with customers to understand their key business drivers and help align Informatica products with their technology and business initiatives. The CSM will be a single point of contact during the on-boarding process, review customer project objectives, help identify best practices and product adoption, define customer training based in subscription agreement and most importantly help drive customer success.

Additional Support and Maintenance Benefits

Electronic Alerts/Advisories

SupportFlash is a monthly newsletter published by Informatica GCS   which contains updates on fixes to known issues along with tips and tricks. Customers can subscribe to SupportFlash from http://now.informatica.com/UnsubscribePage.html.

Online Case Status Reporting

Customers may review their Cases through the customer portal at any time. In addition, if customers want a report of their Cases or Projects in an Excel format, they can now use the Export to Excel option from the customer portal itself.

Online Contact Maintenance

The primary contact can delete, add, and update contact details on their support project by clicking on Edit under Manage Contacts.

HotFix and Patch Download

Customers can access and download the latest Hotfixes from My Support. Patches are released through our FTP site.

Debugging Tools

Customers can troubleshoot issues by downloading the same tools that Informatica GCS uses. These tools can help customers resolve issues faster thereby improving productivity.

CHAPTER 4 - Global Customer Support Team

Support Engineers

Cases are routed to the engineer best equipped to handle the problem based on preferred language of the customer, location, and product.

Where possible, Informatica will try to ensure that the ownership of Case remains with the engineer who was originally assigned the problem. Occasionally, when Case requires some special handling, it may be handed off to another member of the team.

The engineers work on a rotation system and are available to handle Cases opened through any supported route. If all of our engineers are busy on the telephone but one of our Customer Liaison representatives is available, the call will be diverted to one of them. Under these circumstances, our Customer Liaison representative will log the Case into our system and allocate it to a support engineer to resolve.

If all routes are busy, the call will be diverted to voicemail.

Product Specialist Engineers

When support engineers require additional technical help on a specific issue, they will enlist the help of a product specialist. Where practical, the ownership of the Case will stay with the original engineer to maintain continuity with the customer. However, when very specialized knowledge is required, the Case may be handed off to the Product Specialist.

Customer Liaison

One of our customer liaison representatives will handle requests for documentation, latest product releases, and maintenance enquiries.

CHAPTER 5 – Support Process

Contacting Support

Nominated Project contacts can open a new Case or follow up on an existing Case by telephone, electronic mail, through the Informatica Support Portal or using the mobile App. Support is available during office hours in the time zone where the licenses were purchased (Mon to Fri, 09:00 to 17:30 excluding public holidays). Customers with Enterprise Support are able to open a P1 case any time of day, 7 days per week and customers with Mission Critical Support are able to open any priority of case 24x7.

Note: Urgent cases (outside Business Hours) can be opened by any of the above methods, but should be followed up by contacting your local support center by telephone.

Internet: http://mysupport.informatica.com

Telephone: http://www.informatica.com/us/services-and-training/support-services/global-support-centers

Email: Support@informatica.com (See Accessing Support with email)

New Customers

When customers place their first product and support order with Informatica, details of their environment and appointed support contacts are noted, if available. At first contact, Informatica GCS will confirm these details and fill in any gaps such as email addresses and phone numbers.

Contacts from new projects or accounts can also register online at http://mysupport.informatica.com.

Informatica encourages its customers to reference the Knowledge Base, online help, discussion forums and product documentation before opening a Case with support because many questions can be answered using these resources.

If a customer's enquiry cannot be answered in this way, a read/write contact should use email, telephone, or the support portal to contact Informatica GCS.

Opening a case

When a Case is opened, Case number is automatically generated. This number is given to the customer and used to track progress. The project's primary contact will automatically receive an email confirming the opening of the Case.

The customer will be asked to confirm (or provide) basic information about the environment and to describe the problem, question, or issue.

Informatica support and the customer will agree on the priority of the Case. For high-priority Cases, the primary concern is to find a way for customers to achieve their objective as quickly as possible. This may involve providing a solution directly for the problem or supplying an acceptable alternative method for achieving their objective, termed a workaround. Please note, when Case is initially opened through email or the customer portal, the customer may select the Case priority level. However, the customer should always contact GCS by telephone for a high-priority issue.

Solving a case

Where a Case cannot be solved or answered immediately, Informatica will require additional information in order to research the issue further.

Such information may include, but will not be limited to:

- Has this issue been encountered in the past? If so, before encountering this issue, what configuration/setting (or any other) changes were made?
- What are the steps to reproduce the issue?
- Log files for the time that the error occurred. These may include operating system logs, database logs, transaction logs, as well as other product specific Informatica logs
- Configuration files
- Copies of specific failing workflows
- Copies of repositories

Please note that if the information requested by Informatica cannot be provided for some reason, then it will adversely affect the time required to resolve the issue.

Often the additional information required to help isolate and resolve problems may require the co-operation of other departments within the customers' environment. For example, Informatica may need information from UNIX administrators, database administrators or network administrators.

With more complex Cases, Informatica will focus on first reproducing the case on Informatica's own equipment. This allows more extensive testing to be performed without impacting the customer's work schedule. It is sometimes necessary to ask the customer to supply additional information and perform additional tests. Informatica will always seek to explain why such actions are necessary.

Closing a Case

Once an answer or solution (including an accepted workaround) has been given for a Case, Informatica support will, with the customer's agreement, close the Case.

If, after closing a Case, the problem does recur, the Case can be reopened. In these circumstances a new Case will be opened with a reference made to the original.

There are some instances where a case may be closed where it has not been possible to gain the consent of the customer. Informatica GCS will attempt to contact a customer at least three times during two weeks. If the customer does not respond, then the Case will be closed.

When Case is closed, an email is automatically sent to the primary project contact and the Case contact.

Feature Requests, Change Requests and Emergency Bug Fixes

If a customer opens a Case for building additional functionality into an Informatica product or for enhancing existing functionality, GCS will raise an internal request- known as Feature Requests (FR), with the development team. Feature requests are logged into a database and considered by the product management team for inclusion in a future release. Once an FR has been raised, GCS will close the Case.

If a customer requests a change to existing functionality or finds a minor bug that has a valid workaround, a Change Request (CR), will be logged with development.

Again, the product management team will evaluate it for possible inclusion in a future release and GCS will close the Case.

If a customer finds a bug in the product that either stops production or delays moving from a development environment to a production environment and puts deadlines at risk, and there is no valid workaround, Informatica will provide an emergency bug fix (EBF). The EBFs will be delivered in the form of a hot fix that contains a delivery of all EBFs that have been opened for the product in the previous period. Hot fixes are produced for the current and one previous version. In this situation, the Case is kept open until the fix is delivered and the customer tests it.

Confidentiality

To solve some Cases, additional information might be required such as a detailed description of the project's environment, a copy of the repository, or a sample of the project's data. Informatica GCS has processes in place for handling sensitive data.

Third Party Vendors

Informatica products support a wide variety of other vendors' applications and operating platforms. A list of the supported operating systems, databases, and ERP systems is available in the Product Availability Matrix on My Support.

Informatica cannot be held responsible for any faults that arise as a result of problems with third-party products. On occasion, Informatica GCS may advise customers to raise an issue with another vendor. In these situations, Informatica GCS is happy to work with other vendors to find a solution for the customer.

Priorities

Each Case is assigned a priority and a severity. The following table will help customers determine the appropriate priority and severity to assign to Case:

Priority	Description
1	Emergency situation with no work-around. When a production system is down and/or has a critical impact on your business. Also applies when development is at a crucial stage and an issue prevents moving into production
2	Non-emergency but urgent situation with a workaround.
3	General questions related to the product that need answers but are not urgent. Examples would be a "how to" question or questions related to the product compatibility and basic questions about functionality of the product. The request will be considered an enhancement request if it changes the behavior of the product

P1 Cases should only be raised through the telephone to ensure that the Informatica GCS staff correctly understands the problem immediately.

When a P1 Case is raised, we ask that the customer contact be available to work with Informatica GCS through to completion without major delays.

The priority of the Case can be changed under the following circumstances:

A P1 will be downgraded if a technical support engineer from Informatica GCS has tried multiple times to contact the customer in a 24-hour period without success. Similarly a P2 may be lowered to a P3 if a customer does not respond in a timely manner.

Otherwise, the priority of Case will only be lowered with the customer's agreement. The priority will be increased if the problem becomes more urgent and is in line with the guide given in the earlier table.

Case Life Cycle

Informatica has a predefined life cycle for each Case that is opened in our support system. The following describes the various stages that a Case will go through:

- **New** - This is the start state. The Case remains in this state after it is raised and until it is assigned to an engineer.
- **Assigned** - A case moves to Assigned when ownership of the case is given to an engineer.
- **Assess** - A Case moves to Asses after the assigned engineer makes a valid initial response. The engineer collects logs and necessary information needed for debugging.
- **Research** - The case moves to Research after the engineer has updated the problem definition. The engineer works on analyzing/debugging the problem.
- **Cause** - The case moves to Cause when the engineer has isolated the root cause. The engineer proceeds to identify the best solution/workaround for the root cause.
- **Solution** - The case moves to Solution when the engineer sends the solution / workaround to the customer.
- **Resolved** - The case moves to Resolved once the customer accepts the solution.

Escalations

Informatica's support system automatically creates an alert for the support engineer's manager if there are any delays in moving through the life cycle of the Case.

Team leads and managers proactively review Cases. However, if either the support engineer or the customer believes that Case requires escalating, he or she can do so at any point in its life cycle.

The first point of escalation for a customer should be a request to the engineer handling the Case. If the customer is not satisfied with this, then the second point of escalation should be the engineer's team lead or manager. If there is still not a satisfactory outcome, the third point of escalation should be one of the directors in support. The fourth point of escalation should be the Vice President of Global Customer Support.

Customers with Enterprise and Mission critical Support can also escalate any Case using the Support Portal, mysupport.informatica.com

Accessing Support with email

To open a Case via email, please send emails to support@informatica.com using the format below:

[Project Number]

<Enter only the project number that the Case relates to>

[Case Priority]

<Enter one of the following: P1, P2 or P3>

[Case Type]

<Enter one of the following: Technical, Shipping or Administrative>

[Case Subject]

<Enter the subject of the Case - maximum 64 characters>

[Case Description]

<Enter a brief description about the issue >

If responding to an existing case, please ensure the [Case ref id] is included in the email subject.

Whilst using email is a valid method for opening and updating cases, Informatica GCS does recommend using the support portal (mysupport.informatica.com). Using the online channel ensures all relevant information on an issue is captured and allows GCS to respond more efficiently and resolve the issue quickly. Submitting a case through an Email typically lacks the detailed information that is required to troubleshoot the issue. This may cause resolution delays and impact timelines.

CHAPTER 6 – Product Release Policy

(Applicable only to customers with on premise, perpetual licenses)

New Releases

Releases containing new functionality are known as major releases. These, together with maintenance releases, are included as part of all support programs and are available upon request.
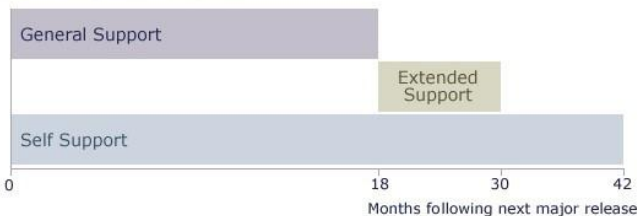
Major Releases

Major version releases provide enhancements with new functionality, architecture, and/or performance improvements. These releases are fully tested to ensure product quality. They may include new features, improvements to functionality, or modifications to Informatica products to remain current with changes to operating systems, databases and other third-party applications. They may also include quality fixes for software defects identified in earlier versions and revised product documentation.

Hot Fixes (HF)

Hot fixes are a controlled release of a set of patches for known issues. Generally hot fixes are released every three to six months for the current version of the product. Each hot fix release is cumulative so, for example, HF3 will contain all of the fixes from HF1 and HF2 in addition to the new fixes in HF3. Hot fixes undergo full regression testing and compatibility testing. If customers report a problem that is resolved in an available hot fix they will be asked to install that hot fix release.

Product Version Lifecycle

Current Versions or Releases

A version of software is supported for 18 months after the release of the next major version of that product. For example, versions 8.x will be supported from release until 18 months following the general availability (GA) release of version 9.x.

While a version is supported, GCS is available to assist all questions and issues related to that version. If necessary, an EBF can be developed for a supported version. However, an EBF will only be produced for the latest hot fix release and point release of that version. For example, if a customer has a problem with version 9.5 of a product and the latest release was 9.5.1 with HF3 then the fix will be based on 9.5.1 HF3.

Obsolete Versions or Releases

As new versions are released, older versions of the product become obsolete and are no longer supported. If there is an issue with an obsolete version, customers should expect that they will need to upgrade to a supported release to resolve it.

Extended Support

Under certain circumstances, Informatica may choose to extend support on a release of one of its products. This will be at an additional cost over and above the support and maintenance fees. Customers will be notified if this service is offered on a specific product release.

In general, extended support is available following the period of general support. The period of time that extended support is available for varies by product but is likely to be at for at least 12 months following the end of the general support period.

After a product enters the extended support period, Informatica will provide support on production issues only. It is assumed that any development will be switched to a currently supported version. Informatica will provide fixes that are available to known issues, provide answers to "how to" questions and help with general questions. If a problem is found that has not been fixed in that release but has been fixed in a later version a customer will have to upgrade to the newer version in order to receive the fix.

During the extended support window no additional platforms, new operating system releases or other newer third party products will be certified.

Third Party Product Compatibility

Informatica's products rely upon and interact with a large range of products supplied by third-party vendors. Examples include database systems, ERP applications, web and application servers, browsers, and operating systems.

To ensure compatibility with third-party products, Informatica's quality assurance teams carry out extensive testing. As a result of their testing and the guarantees made by the relevant vendors, support for major versions of third- party products is determined and published in Informatica's Product Availability Matrix (PAM). The PAM states which versions of a third-party product are supported in combination with a specified version of an Informatica product. If a third-party product or version of a product is not listed in the PAM, then it is not supported. An abbreviated PAM is available on the Informatica Portal (mysupport.informatica.com) and is updated as new versions of third party products are tested or as older versions are discontinued.

It is recommended that customers contact Informatica GCS before implementing or changing a version of a third-party product used in conjunction with Informatica products, or upgrading the version of an Informatica product.

When a customer is using an unsupported version of a third-party product, Informatica GCS will try to assist the customer on a goodwill basis, but it reserves the right to ask the customer, at any stage, to use a supported version before supplying additional assistance.

CHAPTER 7 – Maintenance Renewal Policies

Renewals

To receive the services outlined in this guide, each customer must have an active maintenance agreement (with the exception of cloud standard support which is included in subscription costs). Before the end of the support term, an Informatica representative will contact all accounts about support renewal. If for any reason such a contact does not occur, please notify us at SupportAdmin@informatica.com. Informatica reserves the right to revise maintenance fees with 90 day notice.

For questions about maintenance contracts, changes to support plans, co- terming of maintenance agreements, or the renewal date(s) for maintenance contract(s), contact the nearest support center or email support@informatica.com.

Cancellation and Re-Instatement Policy

In the event that a Customer cancels Support Services for any Software, the Customer may continue to use the Software pursuant to Customer's license agreement with Informatica or its reseller. However, during any period during which Customer is not enrolled in Support Services, no support or version updates of Software will be provided to Customer.

To reinstate Support Services, Customer must pay to Informatica all accumulated support fees for the period during which the Customer was not enrolled in Support Services, plus support fees for the annual term in which Customer re- enrolls Software licenses under Support Services. Informatica will provide Support Services for only the latest major release of Software.

In addition, should Support Services lapse for Software, upon their recommencement Customer will be assessed a reinstatement fee. The reinstatement fee is equal to 125% of the last paid annual support fee, prorated from the date Support Services are being ordered back to the date they lapsed.

Customer must also purchase an additional twelve (12) months of Support Services for all licenses of Software whose support is being re-instated. For in-term cancellations, Customer will not receive any refund or credit of unexpired Support Services.

Pricing Following Downgrade of Software Licenses or Level of Support

Pricing for Support Services is based upon the volume of Software licenses and level of support chosen at the time that Support Services are ordered. In the event that Customer terminates a subset of licenses on a single order, or requests a reduction in the level of support, the price of Support Services for the remaining licenses on that order will be revised to reflect the Support Services list price in effect at the time of termination or reduction. This revised price will not exceed the price of Support Services that Customer previously paid for the original number of Software licenses.

CHAPTER 8 – Informatica Support Portal *(MySupport)*

My Support is a portal allowing customers and partners to access many different areas of Informatica. This document will focus on the interface of our support system known as online support.

Accessing MySupport

To gain access to MySupport, a valid user name is required together with being a contact against a valid project.

Read-only contacts are able to view all Cases associated with their project and can search the Knowledge base. However, only read/write contacts can raise new Cases and update existing Cases.

To register for the portal simply visit https://mysupport.informatica.com, click "Register Now", and follow the instructions.

MySupport Content

The portal is the main point of entry for many activities for our customers. This first page has links to a number of resources such as the Knowledge base (KB), Product Support Centers, Support News, and recent content. The Support Solutions Center contains links to documentation, diagnostic tools, how-to-library, product availability matrices, upgrade planner, mapping templates, and Velocity.

Opening and Updating a Case with On-Line Support

Accessing Online Support from the MySupport page provides access to the following:

- Links to different tabs on the top such as Projects, Cases, Tech Configurations, Contacts and Dashboard.

- The left pane contains quick links to create a new case, review CSM, add a technical profile or view a change request.

- The Center section of the page displays the Current selected Project, the top 5 cases that have been opened/owned by the contact, top 5 Open cases for the whole selected project, the technical configuration associated with the contact ID and the last updated CSMs.

- The right pane displays a short dashboard (chart).

Knowledge base and Support TV

Knowledgebase

Before visiting online support and raising Case, customers are encouraged to review all of the information available in the Knowledge base and the solution center. The Knowledge base is searched using keywords in any of the following formats:

- All Words
- Any Words
- Exact Phrase
- Boolean

The search can be performed on all document types or restricted to the following:

- Documentation
- KB
- Velocity
- How-To Library
- Support Videos
- Informatica Expert Assistant

Support TV

Support TV provides access to over one hundred HD videos. These self-help videos will help customers learn more about the products and how to troubleshoot issues more easily and effectively. Benefits of the Support TV include:

- Provide answers to many How-Tos and FAQs.
- Created by Informatica Support Engineers using their experience of handling customer issues.
- Crisp and concise ranging anywhere from 7 to 15 minutes.
- Categorized based on product family for easy access.
- Available to view on our My Support portal as well as on YouTube.
- Will replace existing Multi-media KBs with more lively and active features.
- Options to Like, Comment and provide Feedback on any of the videos and request for new content as well.

CHAPTER 9 – Informatica FTP Site

Overview

Informatica Global Customer Support provides a web based interface to our Technical Support File Transfer Protocol (TSFTP) server that can be used to download software updates and transfer files, to and from customer support. This section describes the Informatica Global Support TSFTP server connectivity and organization details.

Features

Some of the important features of the TSFTP include:

- The web based interface provides a simple and secure way to quickly transfer files
- Privacy and confidentiality with end-to-end encryption and non-repudiation when uploading and downloading using the web interface.
- Alert notifications on successful uploads
- No more remembering of Project numbers and traversing through "Project folders". Every user will upload files into their Home directory.
- End user interface available in English, German, French and Spanish
- File integration checking and guaranteed delivery when files are transferred through the new web-interface.

Supports the following transfer protocols:

- FTP/FTPS
- HTTP/HTTPS
- SFTP

Access Details

The URL for the support FTP server is https://tsftp.informatica.com. The FTP server runs on the standard FTP port 21 and also provides an option to transfer files over a secure protocol on port 22222. Access to the FTP server is controlled by user name and password. When logging in, customers should use the same login and password information used for the Informatica My Support.

FTP Server Organization

The FTP server is organized into two major areas:

Directory	Contents	Access Control
/Home	This directory contains all the files and folders that you have uploaded.	Only you have the read, write and delete access on this folder
/updates	This directory contains all software updates for our products, organized by product and version.	Read-only access. Accessible to all users with a valid portal login.

Suggested FTP Clients

It is recommended to use the TSFTP Web UI as it guarantees the integrity of the files uploaded. However, all other FTP clients are also supported.

Supported Secure FTP/SSL Clients

MOVEit DMZ has been tested against and fully supports a large number of secure FTP clients using FTP over SSL:

- MOVEit Freely * (free command-line)
- MOVEit Buddy * (GUI)
- MOVEit Central * (w/Admin)
- WS_FTP Professional and WS_FTP Home (GUI, version 7 and higher, Windows) (* version 12 and higher)
- SmartFTP * (GUI, version 1.6 and higher, Windows)
- SmartFTP (free GUI, version 1.0 and higher, Windows)
- Cute FTP Pro (GUI, version 1.0 and higher, Windows)
- BitKinex (GUI, version 2.5 and higher, Windows)
- Glub FTP (GUI, Java 2.0 and higher)
- FlashFXP (GUI, version 3.0 and higher)
- P*Works SSL (API, Windows, version 5.0)
- LFTP (free command-line, Linux, UNIX, Solaris, AIX, etc.)
- NetKit (command-line, Linux, UNIX, Solaris, etc.)
- SurgeFTP (command-line, FreeBSD, Linux, Macintosh, Windows, Solaris)
- C-Kermit (command-line; v8.0+, AIX, VMS, Linux, Unix, Solaris)
- AS/400 native FTPS client (OS/400 minicomputer)
- z/OS Secure Sockets FTP client (z/OS mainframe)
- TrailBlaxer ZMOD (OS/400 minicomputer)
- NetFinder (GUI, Apple)
- Sterling Commerce (batch, various)
- Tumbleweed SecureTransport (4.2+ on Windows, batch, various)
- Cleo Lexicom (batch, various)
- bTrade TDAccess (batch, AIX, AS/400, HP-UX, Linux, MVS, Solaris, Windows)
- cURL (command-line, AIX, HP-UX, Linux, QNX, Windows, AmigaOS, BeOS, Solaris, BSD and more)
- South River Technologies WebDrive (Windows "drive letter" - requires "passive, implicit and 'PROT P'" options)
- Stairways Software Pty Ltd. Interarchy"(Mac "local drive" and GUI)

FTP Client Developers: consult the "FTP- Interoperability - Integrity Check How-To" documentation for information about how to support integrity checks with your FTP client.

* = Indicates this client ensures the integrity of transferred files and proves who uploaded and who downloaded a specific file (non-repudiation).

Supported Secure FTP/SSH (and SCP2) Clients

MOVEit DMZ has been tested against and fully supports the most popular secure FTP clients using FTP over SSHl:

- OpenSSH sftp for *nix (free command-line, Unix - including Linux and BSD, password and client key modes)

- OpenSSH for Windows (free command-line, Windows, password and client key modes)

- OpenSSH sftp for Mac (preinstalled command-line, Mac, password and client key modes)

- OpenSSH sftp for z/OS (part of IBM Ported Tools for z/OS , z/OS 1.4+, password and client key modes)

- Putty PSFTP, (command-line, Windows, password and client key modes)

- WS_FTP (GUI, Windows, version 7.0 and higher; version 7.62 has a compression-related bug which prevents it from uploading large, highly compressible files)

- BitKinex (GUI, version 2.5 and higher, Windows)

- F-Secure SSH (command-line, 3.2.0 Client for Unix, password and client key modes)

- FileZilla (GUI, Windows)

- SSH Communications SSH Secure Shell FTP (GUI, Windows, password and client key modes; requires setting # of transfers to 1)

- SSH Tectia Connector (Windows)

- SSH Tectia Client (Windows,AIX,HP-UX,Linux,Solaris)

- J2SSH (free Java class - requires Java 1.3+)

- Net::SFTP - Net::SSH::Perl (free Perl module for Unix)

- MacSSH (GUI, Mac, password mode only)

- Fugu (free GUI, Mac, password mode only)

- Cyberduck (free GUI, Mac, password and client key modes)

- Rbrowser (GUI, Mac, password mode only)

- Transmit2 (GUI, Mac, password and client key modes)

- gftp (GUI, Linux, password and client key modes)

- Magnetk LLC sftpdrive (Windows drive letter , password mode only)

- South River Technologies WebDrive (Windows drive letter , password mode only)

- Cyclone Commerce Interchange (Solaris, client key mode only)

- Stairways Software Pty Ltd. Interarchy (Mac local drive and GUI, password mode only)

- Miklos Szeredi's SSH FileSystem , a.k.a. SSHFS (*nix mount file system utility, password and client key modes; requires OpenSSH and FUSE)

- Tumbleweed SecureTransport (4.2+ on Windows, batch, various)

Note: Two of the clients above, (OpenSSH for Windows & SSH Communications), are capable of uploading files using multiple independent threads which may send blocks of data non-sequentially. This mode is not supported by MOVEit DMZ SSH and should be disabled using the -R1 command-line option.

In addition to the SFTP clients listed above, MOVEit DMZ has limited support for some SCP clients. This list of clients is limited to those that implement the SCP2 protocol, which uses SFTP as its underlying transfer mechanism. MOVEit DMZ has been successfully tested with these SCP clients:
    F-Secure SCP2 (command-line, 3.2.0 Client for Unix, password and client key modes)
   WinSCP (command-line; SFTP mode)

Command Line FTP Clients

The standard command line FTP utilities supplied with Windows and UNIX are supported.

Here is a general example of using command line FTP

```
C:\WINNT\system32>ftp tsftp.informatica.com
Connected to tsftp.informatica.com.
220 Informatica Global Customer Support - FTP
Server User (tsftp.informatica.com:(none)):
<portal_user>
331 Password required for xxxxxxx.
Password:<portal_password>
230-This is an Informatica computer system
and is the property of the Informatica
Corporation. It is for authorized use only by
Informatica customers....
230 User xxxxxx logged in.
ftp>
```

Web Browser Downloads through URL

Customers can use a web browser to access the FTP site for downloading files. The base URL is https://tsftp.informatica.com. In order to access the site with a web browser, you will need to login with your user name and password. The mechanism used to login depends on the web browser and version you are using, and generally involves including the username and password as part of the URL.
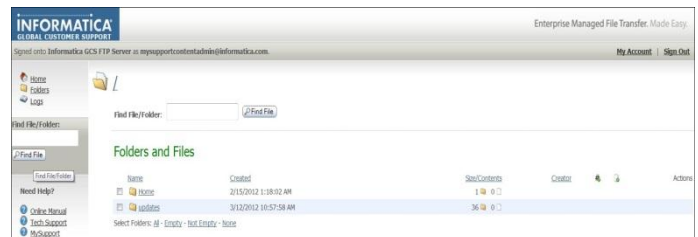
The following image shows Internet Explorer on Windows XP accessing the updates directory on the FTP site:

Supported Web Browsers

MOVEit DMZ has been tested against and fully supports the following major browsers:

- Microsoft Internet Explorer (IE) 7.0, 8.0, 9.0 (on Windows only)
    - o * when using MOVEit Upload/Download Wizard (ActiveX or Java)

- Mozilla FireFox (FF) 3.6, 4.x, and 5.0 (on Windows, Macintosh and RedHat Linux)
    - o * when using MOVEit Upload/Download Wizard (Java - Windows/*nix/Mac OS X)

- Google Chrome 13.x (on Windows only)
    - o * when using MOVEit Upload/Download Wizard (Java - Windows/*nix/Mac OS X)

- Apple Safari 4.x and 5.x (on Macintosh only)
    - o * when using MOVEit Upload/Download Wizard (Java Only)

Sample Mainframe JCL

```
//FTP    EXEC PGM=FTP,PARM='TSFTP.INFORMATICA.COM
(TIMEOUT 900')
//SYSPRINT      DD SYSOUT=*
//OUTPUT        DD SYSOUT=*
//INPUT                 DD *
portal id
portal id pswd
locsite fwf

CD updates/.. GET >>filename<<
- or -
CD home/home-id/.. PUT >>filename<<

QUIT
/*
```

If passive FTP access is necessary because of firewalls, include the locsite fwf command.

Security Notes

As all the secure protocol data transfers is 128-bit encrypted, tsftp server is very secure for data transfer to and from Informatica Global Customer Support. Informatica does not support anonymous access to the FTP server.

Although the FTP server supports or allows data transfer over non-secure protocol, Informatica Support strongly recommends that you use a secure protocol to transfer data either over SFTP or HTTPS.

What is SFTP?

SFTP stands for "Secure File Transfer Protocol." The Secure File Transfer Protocol ensures that data are securely transferred using a private and safe data stream. It is the standard data transmission protocol for use with the SSH2 protocol. The SFTP protocol's main purpose is to transfer data, but it is also used to obtain general access to the FTP server's file system. The SFTP protocol runs on a secure channel - no clear text passwords or file data are transferred.

How is it secure?

Before establishing a connection, the SFTP server sends an encrypted fingerprint of its public host keys to ensure that the SFTP connection exchanges data with the correct server. The first time the connection is established; this key is not yet known to the client program and must therefore be confirmed by the user before data is exchanged. After you have established a connection to an FTP server and are sure that it is really the correct server, save the fingerprint information locally. This enables you to check the fingerprint information against the data you saved every time you establish a new connection to ensure that no one is between you and the server. Different servers issue fingerprints only once. They are generated by a server's private key.

Please note that this site is not secure and not recommended for storing sensitive data such as customer information, Social Security Numbers, account numbers, or credit-card data.

If a customer needs to transfer sensitive data in a secure fashion to Informatica GCS, transfer the files using a secure connection through a sftp compatible ftp client. The S(ecure)FTP subsystem on tsftp.informatica.com is running on port 22222.

CHAPTER 10 – Customer Surveys (Transaction Surveys/Case Surveys)

Customer success and complete satisfaction is key driver for the GCS operation. Informatica operates two kinds of surveys: one is Case based and an independent company runs the second. Informatica appreciates the time our customers take to complete these surveys because they provide us with valuable information about how our service is responding to our customers' requirements. This section will concentrate on the Case-based surveys. When a Case is resolved, the contact will receive an automatic email. The email will contain a Survey link. Clicking on the link will open a Survey page. There are five specific questions and then an area for additional comments:

informatica Global Customer Support

English (United States) ▼

INFA CGS Case Resolution Customer Satisfaction Survey

Thank you for taking the time to share your feedback and thoughtfull suggestions. At Informatica, your feedback is very important to us and is the primary determinant of how we measure success, drive decisions, and define our improvement initiatives.

We strongly believe in the need to continuously monitor and assess level of customer satisfaction and incorporate your feedback and suggestions into our business planning so that we may better meet your needs.

How easy was it to reach us?
- 5. Immediate Access
- 4. Short Wait
- 3. Medium Wait
- 2. Long wait
- 1. Gave Up

Were the Engineers you talked to knowledgeable?:
- 5. Very Knowedgeabe
- 4. Pretty Knowledgeable
- 3. Somewhat Knowlledgeable
- 2. Little Knowledgeable
- 1. No Knowledge

Was your issue addressed in a timely manner?:
- 5. Very quickly
- 4. Pretty quicdy
- 3. Medium
- 2. Some Delay
- 1. No

Was your issue completely resolved?:
- 3. Agree
- 2. Not sure
- 1. Disagree

How would you rate your overall satisfaction?:
- 5. Very High
- 4. High
- 3. Medium
- 2. Dissatisfied
- 1. Very Dissatisfied

Do you have any additional comments?:

Would you like to speak to a manager?:
- Please contact me.

Submit