Informatica

G-Cloud 13

Service Definition

Informatica
Cloud Application Integration and API Management

Lot 2 Cloud Software

Date: 13th May 2022

Contents

1. Introduction

Company Overview

Informatica is the world's leading dedicated Data Management platform (5000+ clients globally, $1Bn+ annual revenues). Informatica delivers a single integrated platform underpinned by shared metadata assets which truly enable the core processes of Data Quality, Data Mastering and Data Distribution to be managed effectively across an organisation

Value Proposition

Informatica® Cloud Application Integration (CAI) service offers a single, trusted solution to support any integration pattern, data set, user-type or endpoint to automate business processes, expedite transactions and enable real-time analytics. It is based on a modular, microservices based architecture for agile support of future business requirements. It supports multiple new and unique integration patterns, which include on-premises to cloud real-time data integration, real-time/B2B application integration, process orchestration, data synchronization, and more. CAI provides a consistent look and feel across all experiences tailored to user roles such as developers, citizen integrators, and operator/administrator, using a common user interface shell. It provides out-of-the-box integration to over 400 cloud and on-premises applications and databases for quick deployment. Users can integrate multi-cloud and hybrid applications, without writing a single line of code.

What the Service Provides

The solution helps you to build your integration applications and APIs with Informatica's integrated design environment. One can Combine and orchestrate real-time data or services from cloud applications, such as Salesforce or Workday, with on-premises data sources like Oracle or SAP, or API-based REST (XML or JSON), and SOAP services—even if they reside outside corporate firewalls. It helps to develop various classes of APIs such as application, data service, or data set APIs. No code is required. When you're ready to expose your APIs to your partners, customers, or within the enterprise, use the built-in API gateway to secure and monitor your REST, OData and SOAP application, and data APIs. In addition, developers, citizen integrators, or business analysts create guides, at design time, without technical expertise or formal training. Again, No coding is required there too.

Social Values

Fighting Climate Change

As an IT Software and Services provider, our climate-related focus is on the buildings we own and the datacenters that we lease. We utilise a variety of state-of-the-art technologies to reduce our power consumption and to maintain efficient environmental controls in the headquarters buildings that we own, including motion-based sensors for LED lighting activation and programable temperature controls. In December 2021 we installed 3M Prestige 70 window tint to reduce the solar heat load on the Redwood City HQ buildings, which reduces Infrared light by 97% and total solar energy absorption by 50%. We also replaced HVAC, boiler systems and server room fan controllers with more energy efficiency systems to further reduce energy consumption. Our Energy at Redwood City HQ buildings are using Peninsula Clean energy ECOPlus plan for energy. This energy is at least 50% renewable, and it is also 100% carbon-free. Most of our facilities around the world are leased, and when we select office space, we focus on ensuring not only that we have facilities

that meet our operational needs, but also that those suppliers effectively manage the impact on the environment as it related to energy use and waste disposal.

Our regular vendor assessments include a review of higher-risk suppliers, particularly for our leased datacenters. We evaluate our datacenter vendors for proper limiting of loss – either to getting power to our equipment or cooling our equipment. This includes hot and cold aisle separation, efficient cooling systems, and consistent monitoring of hot spots through Infrared scanning. Vendors that have ISO 14001 certification are given preference.

We have a project in place to report under the Sustainability Accounting Standards Board (SASB) standard for IT Software and Services providers and to assess our Scope 1 and 2 Greenhouse Gas (GHG) emissions, and to use that information in a sustainability report that we will publish in 2023.

COVID Recovery

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Tackling Economic Inequality

One of Informatica's corporate values is Aspire and Innovate. This relates to the products and services we provide for our customers as well as to how we work in terms of work processes and career development. We are reminded to innovate through curiosity and learning continuously and fearlessly in all that we do.

At Informatica, we are committed to the professional development of all staff members. We have many resources available to help individuals grow skills and advance in their career; unleashing worker potential begins with self-understanding, conversation, and action planning. The primary tool on Informatica's Career Development Intranet page is a Career Development Plan template that provides tips and guidance for workers to develop their own plans. Using the job aids and tutorials located in the *Career Development Resources* microsite, managers and employees can understand their roles and responsibilities as they relate to Informatica's climbing wall philosophy of career development.

Continuous learning is an essential component of any personal, career, or professional development plan. In response to feedback from employees and managers, we offer a variety of online, instructor-led, and Zoom learning opportunities. 14 Instructor-led courses are available for online learning, in addition to the Employee Training and Events Calendar which is regularly updated to show all current offerings. Workers also have access to LinkedIn learning and Coursera, which features Informatica-curated collections and thousands of the highest-quality online courses, specializations, and guided projects in the world for online learning opportunities. Over 5,100 employees engaged with career training at Informatica in 2021, for a total of 32, 293 training hours completed.

Equal Opportunity

Our Inclusion, Diversity, Equality and Belonging (IDEB) program is supported by our board of directors, CEO, and executive management. This is a journey together to constantly build an empathetic and inclusive environment. We view this as a daily commitment by each employee and partner to actively look for ways to incorporate our IDEB values in every aspect of our work.

Our IDEB Steering Committee drives our IDEB goals and strategies throughout the Company. We have internal Communities of Belonging that champion continual positive change in specific functions and localities, as well as cross-functional Employee Inclusion Groups that are dedicated to the realisation of our IDEB goals and outcomes. Progress is reported to the Company's executive committee and board of directors. The gender diversity of our board of directors, 30% women, reflects the value we place on a diversity of backgrounds and experiences at every level.

 New employees learn about IDEB and its importance to our culture and the role that each employee plays from day one. Newsletters help reinforce and sustain progress in maintaining our IDEB values. We also have monthly Awareness, Allyship and Action forums where employees across all functions and geographies create safe spaces to talk about a variety of pertinent subjects at work and outside of work. Our regular cultural celebrations are highly visible in the Company and are an important source for the appreciation of our differences and for learning about each other.

 In 2021 we achieved the UK CyberEssentials certification which has recently been renewed. We also received the FedRAMP Moderate Authority to Operate Letter from Department of State and Texas-RAMP certification from the State of Texas. We renew our SOC 2 and HIPAA compliance certifications annually for our Cloud products. Details can be found on our Platform Trust internet page.

Wellbeing

Informatica's philosophy is that a healthy level of productivity starts with taking care of our basic needs: safety, well-being, environment, and workflow. Ten Spot (a source for exclusive services, social experiences, and unlimited benefits to make every day a ten!) was made available as a resource for all workers that brings real work-life balance, through virtual wellness and engagement experiences that make it easy to hang with your team, boost your mood, and build healthy habits. The platform is available to all workers 24/7 whether working from home or on the go. Many additional benefit and wellness resources were made available to all workers on our Global Benefits and Wellness Intranet pages.

In 2020 the company supported individual employee efforts to provide support, equipment and funding for local efforts where the situation was most dire; especially at several of our locations in India where ventilators were procured and supplied to local hospitals.

In support of a local outreach called "Kids Against Hunger", Informatica workers rolled up their sleeves and collectively packed 10,800 meals for Ukrainian refugees. These meals were airlifted on March 4th and distributed on March 5th, to refugees in cities along the Ukraine border.

Overview of the G-Cloud Service

The Cloud Application Integration and API Management service is part of Informatica's wider Cloud data management platform offering known as Intelligent Data Management Cloud (IDMC). The services described in this document can be used standalone, but are also tightly integrated with other data management services that may be relevant to the overall business requirements as described below.

Our IDMC platform includes a wide range of interoperable data management products that leverage the underlying shared platform services to deliver analytics, business 360, data democratization and modernization solutions to our customers at scale. Our products can be consumed from our SaaS-based cloud offering, which is deployed on AWS, Microsoft Azure, and Google Cloud Platform, and can also be deployed as a self-managed service in our customers' cloud, hybrid or on-premise environments.
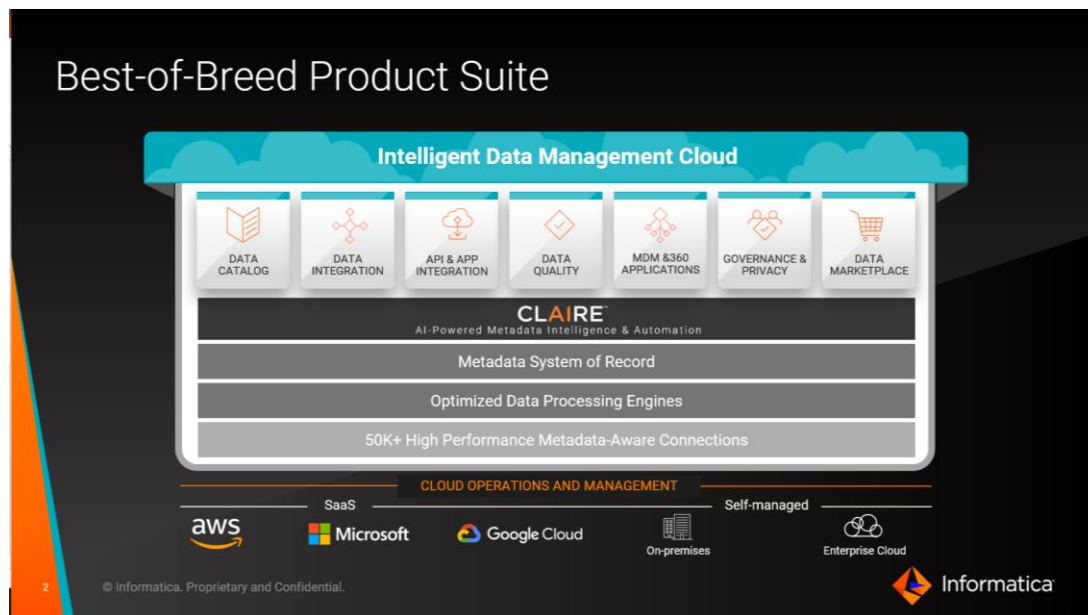
Figure 1 IDMC Overview

Data Integration: Data engineers, Extract-Transform-Load (ETL) developers, and citizen integrators have the ability to use our products to ingest, transform and integrate data spanning departmental to enterprise scale workloads. These workloads include diverse and distributed data sources in multi-cloud, hybrid environments. The breadth and depth of our Data Integration capabilities accelerate the aggregation and processing of data to ready it for analytics, data science and enterprise reporting initiatives. Leveraging a simple graphical design experience, users can develop workloads across ETL, Extract-Load-Transform (ELT), real-time and streaming data integration patterns. Our products are designed to integrate structured and unstructured data across on-premise and cloud-native applications, databases, business intelligence tools, data modeling tools, data lakes, data warehouses, mainframes, messaging systems, file systems and IoT devices. CLAIRE AI enables greater data integration productivity by automating the design and development of business logic to process data.

API & Application Integration: Citizen developers, application developers and architects can use our API & Application Integration products to create and manage APIs and application integration processes, to modernize and accelerate their digital transformation programs. Informatica's API and application integration capabilities span multi-cloud, hybrid environments and include application-to-application synchronization, business process orchestration, B2B partner management, composite application development, and API management. These capabilities integrate enterprise business processes, manage communication of data between partners via industry specific protocols and expose APIs for business agility and application modernization through a low code/no-code development experience. Our API and Application Integration products also leverage CLAIRE AI to optimize application resource utilization, and secure APIs to reduce implementation complexity and increase user productivity.

Data Quality: Data stewards and business analysts can use our Data Quality (DQ) products to profile, cleanse, standardize, and enrich data using an extensive set of prebuilt data quality rules to deliver accurate, complete, and consistent data. Data Quality products are designed clean and trusted data supporting governance, regulatory compliance, analytics, and other enterprise

reporting initiatives. Our CLAIRE AI engine automatically generates data quality rules from plain text functional specifications for business users. CLAIRE leverages data profiling to continuously monitor and identify quality issues and then can automatically deploy fixes to promote high data quality. Our Data Quality products contain over 660 pre-built data quality rules for data domains, geographies and industries, and process data quality rules for 9.3 billion rows of data per month as of June 2021.

Master Data Management: Our Master Data Management (MDM) products allow data stewards and business analysts to create an authoritative single-source view of all business-critical data from internal and external sources across multiple data domains, including customers, locations, assets, and employees and many other domain types. CLAIRE automates the matching, linking and merging of master data from several disparate, duplicate, and conflicting data sources scaling from millions to billions of data records. This information is de-duplicated, reconciled and enriched, thereby enabling it to become a consistent, reliable source. Once created, this master data can serve as a trusted view of business-critical data that can be managed and shared across the enterprise to promote accurate reporting, reduce data errors, remove redundancy, and help workers make better-informed business decisions.

Customer and Business 360:   Our Customer 360 and other 360 products allow business analysts to create comprehensive 360-degree views of critical business data domains like customer, product, supplier, reference, and finance with simplified business user experiences. Our Customer 360 and other 360 products help customers drive customer experience and engagement programs, ecommerce transformations, supply chain management, and other digital transformation initiatives. CLAIRE matches data, identifies relationships and infers data insights across structured and unstructured data sources enabling users to easily browse, search and access data.

Data Catalog: Data consumers of all experience levels are enabled to use our Enterprise Data Catalog (EDC) product to quickly find, access, and understand enterprise data using a simple Google-like search experience. Data Catalog allows organizations to spend less time finding data thereby accelerating analytics and modernization projects and enables them to implement end-to-end data governance programs. Cutting across departmental data silos, CLAIRE automatically discovers, tags, and classifies data and identifies data relationships and data provenance. CLAIRE-based recommendations are designed to guide users to the most trusted and relevant data, improving business outcomes and driving greater data consumption.

Governance and Privacy: Data professionals can use our Data Governance and Data Privacy (DG&P) products to govern data, help ensure compliance with industry and corporate policies, manage data as an asset and minimize the risk of a data breach. These products enable organizations to deliver and consume trusted and protected data across the enterprise, increasing the value of data while minimizing risk associated with compliance. Users define governance and privacy policies through an intuitive interface while CLAIRE automatically links these policies to actual enterprise data to ensure data governance rules are not only documented but also implemented and tracked consistently across the enterprise. Data consumers leverage a data marketplace with an Amazon-like shopping experience, which enables them to easily search, order, request, and rate governed data sets, centralizing data governance as a function and eliminating reliance on native governance capabilities of fragmented apps and data stores.

Cloud Application Integration and API Management

The shift to Cloud compels architects to develop a combined data and application integration strategy that considers how on-premises and Cloud application and data services coexist and integrate to fulfill the role they were deployed for. A comprehensive integration strategy must consider various co-existence and integration aspects: how data is consumed, how data is exposed, and how it propagates.

> • Data Consumption – how applications consume data whether locally and without latency, ondemand and interactively from an external data provider or service, via a data hub, or through streaming listeners;

> • Data and Application Services – how data is exposed as a service;

> • Data Propagation – the form by which data propagates for example via data set synchronization, replication, store and forward or publish/subscribe, streaming, messaging or event-based propagation via service-oriented API requests.

An application integration strategy needs to consider in addition how business and data service APIs are provided and consumed, and the means used to:

> • Propagate business events triggered in one application to others, e.g. order fulfillment;

> • Give users the ability to interactively access application data and business services residing in the cloud and/or on premises without having to replicate data;

> • Consume application and data services using synchronous and asynchronous means of interactions;

> • Integrate business processes across a set of loosely-coupled applications, e.g. order to cash; and
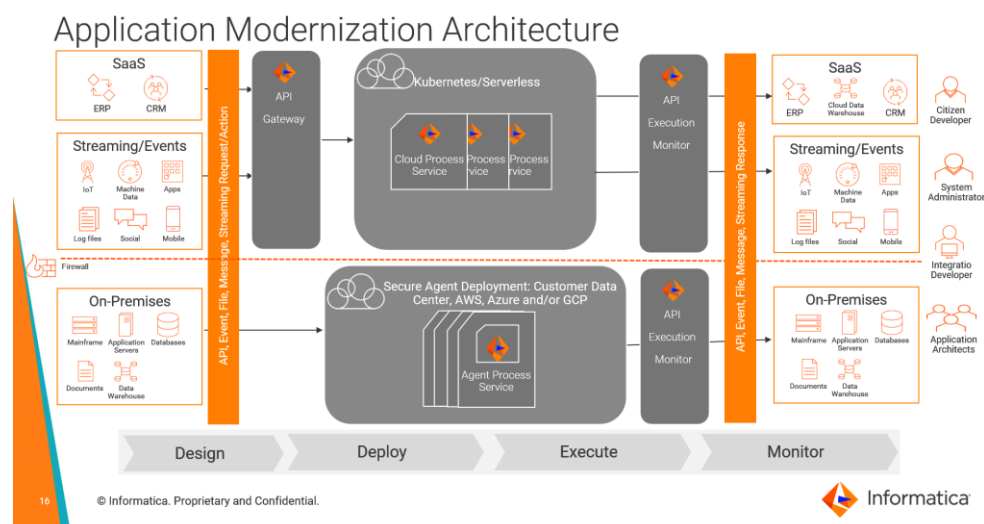
> • Integrate partners

Figure 2 API Integration Logical Architecture Diagram

Key Features

Event-driven Software Architecture

Event-driven integration architectures ensure data is made available to the business and IT sooner, leading to better business insights being uncovered faster.

Provide and Consume Synchronous and Async Services

Being able to expose and consume both synchronous and asynchronous services provide the agility for key business and IT processes to be updated and extended quickly and easily.

Process and Task Orchestration

Modelling complex business processes requires the ability to orchestrate those processes across multiple applications and data silos, easily and efficiently

Low-code/no-code tools

A reliance on code brings additional overhead for modernization projects. On the other hand, a GUI, drag-and-drop approach results in quicker development, and lower total cost of ownership in the long run
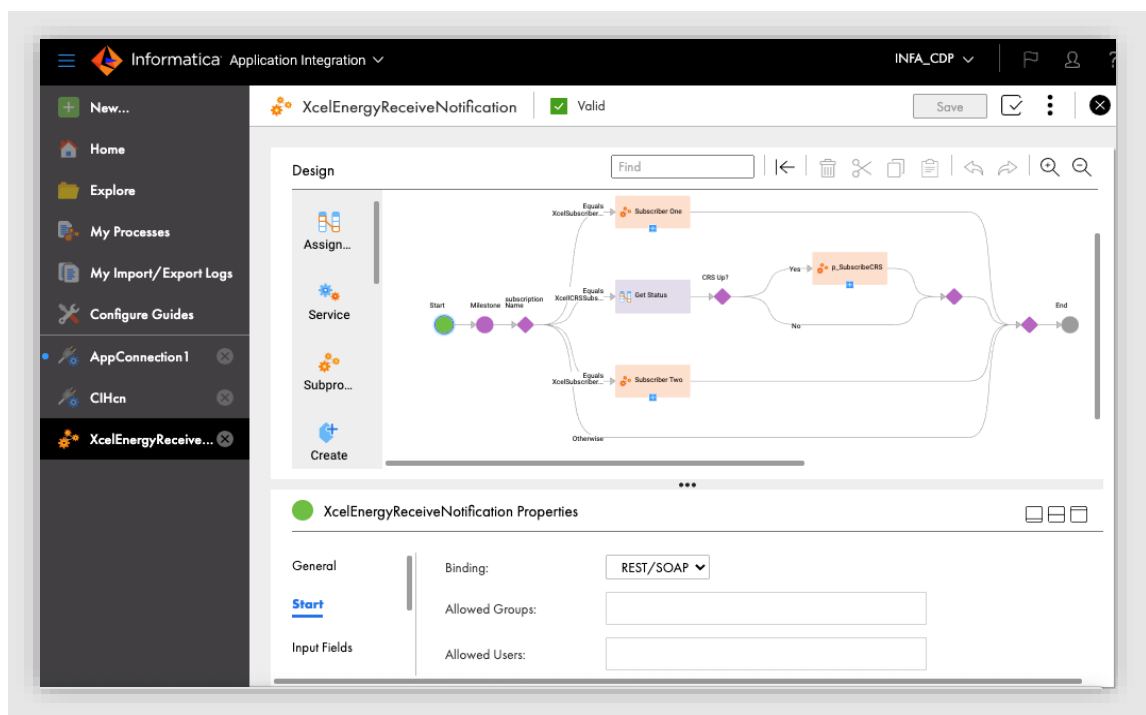

Figure 3 - Sample Process Flow using Application Integration service

Key Benefits

Implement Processes, APIs, and Guides Without code

Build your integration applications and APIs with Informatica's integrated design environment. Combine and orchestrate real-time data or services from cloud applications, such as Salesforce or Workday, with on-premises data sources like Oracle or SAP, or API-based REST (XML or JSON), and SOAP services—even if they reside outside corporate firewalls. Develop various classes of APIs such as application, data service, or data set APIs. No code is required. When you're ready to expose your APIs to your partners, customers, or within the enterprise, use the built-in API gateway to secure and monitor your REST, OData and SOAP application, and data APIs. In addition, developers, citizen integrators, or business analysts create guides, at design time, without technical expertise or formal training. No coding is required.

Assemble Applications with Rich Connectivity

Choose from over 400 connectors or join hundreds of customers who have configured tens of thousands of custom connectors to integrate your data sets, application, and services anywhere: in the cloud or on-premises. Build your data APIs using sophisticated data integration capabilities including synchronization, replication, transformation, and mass ingestion capabilities.

Develop a Custom Connector in Seconds

Have a custom API-based application for which there is no off-the-shelf connector? Use Informatica Cloud Application Integration (CAI) to define custom service connectors. You can create "connectors on the fly" by either importing a WSDL/Swagger document or creating manually in a web form. It takes just a few clicks to create connectivity that behaves the same way as native connectors.

Automate Long-Running, Real-Time Processes

Important business processes that span cloud and on-premises assets, applications, and data services, such as discount approval, order-to-cash, or service-call resolution can take days or weeks to complete and involve complex interactions between systems and human work flows. Automate your data ingestion, propagation, and business processes using CAI's sophisticated orchestration capabilities.

Support Your DevOps Practices Easily

enable your DevOps practices using CAI's project/folder/asset export and import function, which facilitates continuous delivery through automation with external version control systems, releases, and deployment pipelines. In addition, headless SDLC (i.e., no UI needed, given the use of APIs) for CI/CD support increases developer flexibility and efficiency. This helps teams with many developers and hundreds of integration artifacts fully automate backup and recovery to any source control system and to continuously assemble and deploy across environments.

Integrate On-Premises, Cloud Messaging Systems

Use CAI to integrate your existing queuing and pub/sub messaging systems. CAI interoperates with a variety of messaging systems including JMS, AMQP AWS SNS/SQS, and Microsoft Azure Messaging. When you're ready, you can phase out your ESB and replace its functions with the CAI service for broader integration and hybrid capabilities. In addition, Kafka support by CAI significantly increases current message-based pub/sub interactions between data and applications. The ability to bridge

these message-based events with Cloud Integration Hub, for example, offers unique flexibility to customers.

Informatica API Management

Data-driven digital transformation is creating new use cases that require different patterns of integration. API integration is rapidly growing as a pattern for integrating applications in near real-time. With Informatica® API Manager, customers can develop, publish, manage, monitor, deprecate, and consume APIs to orchestrate their business processes that span multiple clouds and on-premises systems within and outside their firewalls. Not only does Informatica offer the ability to develop and consume APIs, the Informatica Intelligent Cloud Services (IICS) API Manager service provides differentiated capabilities to manage the entire API life cycle.

Key Features

API Registry

APIs you publish are automatically registered to the API Registry, which makes them easy for you to manage and easy for others to discover and access. One click is all you need to expose these APIs and start monitoring usage by your applications and partners.

API Gateway

With the API Gateway you can deploy, activate, and secure APIs, both within the organization and with your partners. The functions that API Gateway carries out include securing and controlling access to APIs by applying policies such as rate limiting and IP filtering. The gateway supports REST (XML and JSON) and SOAP APIs.

API Manager

API Manager is used by API administrators and developers to manage and monitor APIs.

Its functions include:

 • Exposing service APIs
 • API life cycle management including activating, deactivating, and deleting APIs
 • API description
 • API policies
 • API usage analytics, logging, and security exception monitoring
 • Applying organization-wide rate-limiting and IP filtering policies and specifying rate limiting policies to each API
 • Customizing the default API URL, assigning IP filtering to APIs, better managing APIs with version control, and shortening response times with API caching

API Portal

 The API portal can be used to offer APIs to consumer developers. It is part of the Informatica Intelligent Cloud Services and is seamlessly integrated with the Informatica API Gateway and API Manager. The portal offers a "try it" API testing capability, which enables the application developer

to quickly try out an API before using it in an application. The swagger viewer makes it easy for back-end implementation and client-side consumption. The Analytics dashboard provides the API consumer with its usage trend over time and most-used APIs
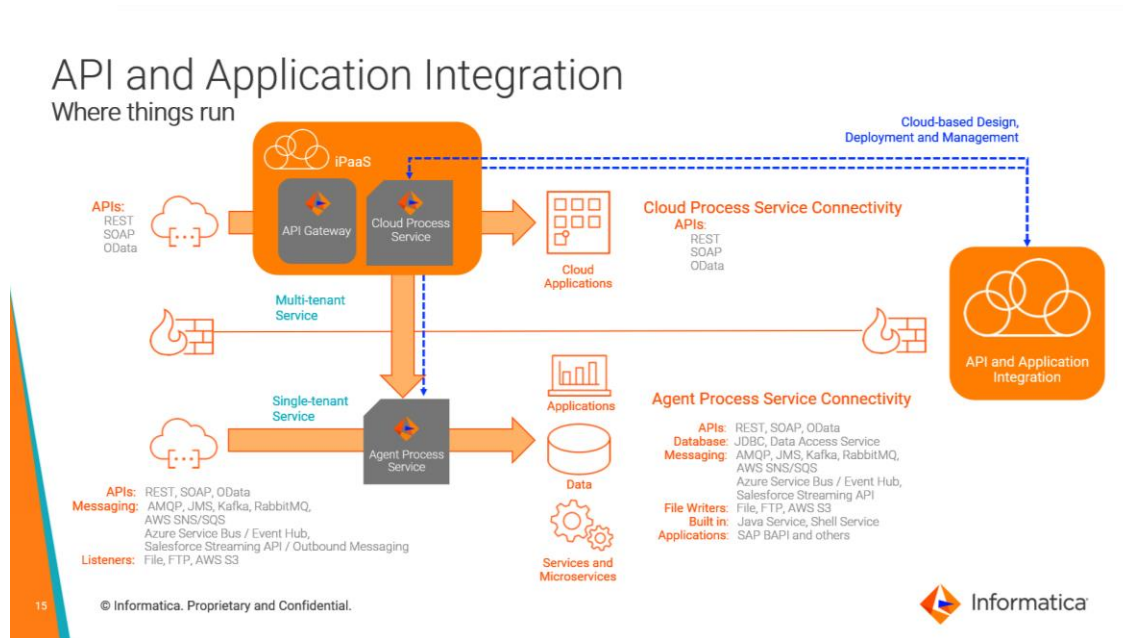

Figure 4 Informatica API Management Architecture

Key Benefits

CLAIRE-Powered Privacy Data Compliance

As an API developer or administrator, you can apply privacy policies for personally identifiable information (PII) data, and audit, record, and block PII leakage in API requests and responses. You can select the type of information to protect and whether to apply the protection of each information type to requests, responses, or both

Manage the Entire API Life Cycle

API administrators and developers can easily control and monitor their APIs using API Manager to expose service APIs and to drive an API's life cycle, including activation, deactivation, and decommissioning.

Get Greater Visibility Through Real-Time Analytics

The API Manager Analytics Dashboard includes a visual summary of API usage analytics, such as trends and usage over time, APIs with the most invocations, and the most frequent users. API administrators can take corrective actions, such as changing an API usage limit to fulfill a business need, based on real-time insights

Improve Developer Efficiency With Automated API Discovery and Grouping

API Manager automatically lists all the available REST and SOAP web services created by your organization. To build their API clients, API metadata and interface descriptions are automatically generated. WSDL or Swagger (OpenAPI) interfaces are automatically generated by API Gateway. You can better manage the use of JWT tokens and associate their use to multiple API endpoints with the API application-grouping capability. This provides API consumers with fewer tokens to deal with and API producers can more easily manage or revoke a consumer's access to multiple APIs.

Experience Higher Productivity With an Integrated DevOps Environment

API Manager is part of Informatica Intelligent Cloud Services—the industry's most comprehensive iPaaS solution supporting cloud data integration, cloud application and process integration, API management, master data management, and much more. The next-gen solution offers a tightly-integrated user experience for developers, business analysts, and API administrators, which makes their interactions frictionless. The common user experience also means that skills will be rapidly re-usable between IICS products and that the learning curve is greatly shortened.

Additional services to be acquired separately:

- Implementation and/or project management services
- Customer support engagement

2. Data Protection

Information Assurance

Informatica security controls are ISO 27001 aligned. A copy of our SOC2 report can be provided under NDA.

Data Back-Up and Restoration

In IDMC (where the Cloud Application Integration solution is embedded), the Secure Agent component and/or the Informatica Managed Cloud Runtime is responsible for processing data. The Secure Agent plays a major role in securing customer data and applications and contains several security features. For customer managed deployments, the Informatica Secure Agent is downloaded by the customers and placed in a location that best fits customer requirements. The IICS host verifies the Secure Agent binaries and associated payload before the binaries get downloaded and deployed in the customer environment.

Data transmission security is a key aspect of securing customer data. In processing customer data, the Secure Agent communicates with both the IICS host and customer data stores/SaaS applications. This communication is secured as follows:
The Secure Agent initiates communication with Informatica Intelligent Cloud Services through a secure channel and supports various tokens, such as username, SAML, or X.509 certificates. No inbound firewall ports need to be opened at the customer site for the customer-hosted Secure

Agent to communicate with the IICS host. The Secure Agent code creates a virtual socket connection to communicate to the host and uses port 443 for all outbound communication. The Secure Agent avoids data loss and transport delays by checking for availability before connecting. The Secure Agent also performs network resiliency checks and retains full audit and session logs for configurable duration to track any issue that may arise.

To defend against sniffer or man-in-the-middle attacks, the communication channel must be authenticated to maintain its integrity, as well as ensure transport encryption. To achieve that, the Secure Agent authenticates with the IICS host first using an SSL handshake and a digital certificate. All communication from the Secure Agent to the IICS host is Transport Layer Security (TLS) 1.2 encrypted using AES128-SHA (128 bit) cipher.

The Secure Agent connects to source/target data stores and cloud applications using connectors. Connectors are configured by customers and support a variety of secure communication protocols like HTTPS, SFTP, FTPS, certificates, etc. Informatica leverages the underlying transport layer of these connector communication protocols to ensure that customer data is transmitted securely across data stores and applications. Customer data is transmitted encrypted via Transport Layer Security (TLS) using AES (128 bit) cipher.

Business continuity statement/plan

For IDMC we have 3-4 upgrades a year. The customer is made aware of the exact upgrade schedule about 6 weeks in advance and we send periodic notifications as well regarding the upgrade schedule and what is new in the release. We also provide a sandbox (pre-release) environment for the customer to try out the new release. The production upgrade occurs on a Saturday morning PST and lasts for 2-4 hours depending on the POD and the nature of the upgrade. We have minimized the downtime for customers as much as possible by continuing to run jobs during the upgrade. Depending on the failure, there could be server downtime but the recovery is automatic.

Informatica has a Business Continuity and Disaster Recovery plan establishing measures that enable the company to reduce the risk of a business interruption while maintaining its ability to deliver key services and solutions to customers. Plans are tested at least annually.

A more detailed plan can be provided to buyer on request.

Privacy by Design

Informatica's software solutions are designed with privacy in mind. You will find granular role-based security permissions throughout all our solutions. Data previews and assets can be marked private, hidden or masked for certain users depending on the solution.

Informatica complies with Privacy shield and is working on its GDPR compliance. For specific examples please see the examples provided in the solution overviews.

Now more than ever, with data breaches, hacking incidents and data privacy concerns on the rise, our customer's success depends on trusted, protected data that is used ethically throughout an organization with the launch of GDPR the General Data Protection Regulation, it's increasingly critical that businesses protect the privacy of customer, partner, and corporate data.

3. Using the service

Ordering and Invoicing

Please contact us in the first instance via digitalgov@informatica.com to discuss your requirements and objectives.

Once we have identified the appropriate solution including appropriate connectors, functions, training and services to meet your needs we will assist you in placing the order via the GCloud Procurement.

Pricing Overview

Informatica uses a simple consumption-based model called Informatica Processing Unit (IPU) metric to determine cost. Using this model, customers can purchase a block of IPUs that can be used to consume any data management service on Informatica's cloud platform based on their business needs, including Cloud Data Integration.

Informatica Processing Unit (IPU) is a unit of capacity ("virtual currency") that can be used across the range of cloud services. The IPU measures the level of use. Customers subscribe to an **IPU block** corresponding to their data management needs of 120, 200, 300, 400, 500 IPUs etc ... to be used each month, up to the subscribed capacity. The Minimum for this is 120 IPUs

This is a **prepaid model** with a minimum commitment of 12 months. The IPU volume can of course increase during the contract.

IPUs can be used **interchangeably.** There is no pre-selection on the use, **remixing** is possible as needed according to your projects.

The subscription fee is expressed in IPUs the number of IPUs is mainly used **processing time** (seconds or milliseconds) for Data Integration, Data Quality, Data Masking and API and App Integration

Metrics for consumption can be found here:
https://www.informatica.com/content/dam/informatica-com/en/docs/informatica-cloud-and-product-description-schedule.pdf

Availability of Trial Service

Where appropriate a 30 day trial is available which provides the following functionality. Import, export, synchronise or replicate data between any SaaS or on-premise applications

Cloud-based tools for data mapping and real-time integration

Out-of-the-box integration for your apps including Salesforce.com, NetSuite, Workday, Amazon Redshift, Microsoft Azure, Marketo, SAP, Oracle, SQL Server and others

On-Boarding, Off-Boarding, Service Migration, Scope etc.

In the instance of Informatica Cloud Services 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. The Customer Success Service pack is leveraged and is a formalised 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 organisational 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 customised 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 realise enterprise business value

- Define an initial blueprint for success

- Embed best practices and consistency in every project

In the instance of Privately Hosted and Third-Party Cloud Provider once an order is accepted then the key contact within the company will be provided with the software licence keys and download links. Customers can leverage pre-defined environments using bring-your-own-licence (BYOL) using an intuitive and wizard-driven data integration GUI. These environments have prebuilt connectivity to hundreds of on-premises or the cloud.

Support for the Informatica products within these environments is provided by Informatica Support and as such the customer has access to phone and online support. In addition, the use of Informatica Professional Services or a trusted Informatica Partner is advised to ensure a successful deployment leveraging best practices and providing consulting assistance in areas like architecture, design, development, test verification, development standards and performance tuning. This helps to reduce overall project risk and ensures that expert level resources are available at critical times to keep projects on track for a successful deployment.

Offboarding

As part of the customer support process three months prior to the end of the subscription the customer support team will notify the named customer contact of the subscription end date to see if they wish to extend the subscription. Should the customer not want to maintain their subscription if they have leveraged the IPaaS solution they will be able to download the mappings created via the application download feature within IPAAS and Informatica will then maintain the customer metadata for 6 months before being permanently deleted from Informatica Cloud.

Where the solution has been deployed outside of IPaaS Informatica Support will assist the customer on exporting mappings and data as appropriate.

Training

Informatica offers a wide variety of training environments to meet your needs, including instructor- led courses at Informatica Training centres, onsite at your location, virtual classroom, and web-based self-study courses:

•   Free online training is available at the cloud academy (http://cloudacademy.informatica.com) which provides a training path from getting started to more complex subjects such as cloud analytics and provides access to best practice documents.

•   Informatica Global Education Services also offers public courses for all our products. Instructor-led training provides students with lectures, hands-on labs and demonstrations to match job role requirements and to prepare students to become Informatica certified. Intensive, role-based training is conducted in fully equipped, world class Informatica Training centres worldwide.

•   Onsite training courses are designed to meet your specific business needs and requirements. Convenient and cost-effective, onsite training events are delivered at your location to reduce impact on your day-to-day business. We provide a blended approach to learning – instructor led training with hands on exercises and coaching – that encourages team building and collaboration, all in the convenience of your office.

•   The Informatica Virtual Academy (IVA) offers scheduled instructor-led, interactive training classes through Webcasts. Students no longer have to travel or spend time away from the office. Informatica Virtual Academy delivers standard course material, with hands-on labs and instructor interaction, directly to the desktop. Sessions are scheduled frequently and at different times of the day, allowing you to pick the times that are most convenient to you.

Depending upon the size of the order, Informatica provides Customer Success Packs to help our subscription customers to initially deploy our Cloud software. This service allows us to work with the customer to ensure that the Software is deployed correctly within their environment and assists with the initial use case. At various points during the year the team further engages with the customer to ensure the deployment is on track and assist at key points within the project.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request.

Service Management

Informatica Cloud Service is managed by a dedicated team internally at Informatica. Informatica will endeavour to provide Uptime of 95% on an annual basis. Please note that Informatica does not take responsibility for the customers accessibility to the Internet.

Support for Informatica cloud is provided via the Informatica Global Customer Support, or GCS, a team of dedicated support personnel operating from support centres in North and South America, Asia, and Europe. From these centres, 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.

Informatica Cloud is typically updated multiple times per year. Upgrade notices are posted on user community sites and emailed to customers at least five business days prior to the implementation. Security-related hot fixes are evaluated for their applicability to the production environment on a regular basis. Critical patches are applied immediately and other patches are updated monthly.

Service Constraints

The Cloud Service will be Available to You 24 hours a day, 365 days per year, 99.50% of the time on a calendar month basis, excluding unavailability (i) due to scheduled maintenance up to four hours per calendar month, (ii) during up to four major upgrades per calendar year, (iii) due to causes beyond Our control, (iv) initiated by Us to protect the Cloud Service or Customer Data from loss or unauthorized access, (v) caused by You or Your applications, (vi) initiated at your request; or (vii) for Cloud Services that operate in a single tenant execution environment ("Single Tenant Cloud Services") only, due to hot fixes. ("the Service Level Commitment" or "SLC"). Availability means that the Cloud Service is available for access and Cloud Service response time performance allows for commercially reasonable use of the Cloud Service. Availability is measured at the point where the Cloud Service is made available to the Internet from Informatica's global data centers. Our entire liability and Your exclusive remedies for any deviation of a Cloud Service from the Service Level Commitment ("Deviation") are set forth below.

Availability for calendar month	Credit for Deviation
99.5% – 100%	None
98%– 99.49% (Minor Deviation)	5% of monthly fees for the Cloud Service
Below 98.0% (Major Deviation)	10% of monthly fees for the Cloud Service

You must request a credit by opening a case with Informatica Global Customer Support in accordance with the Global Customer Support Guide published at https://network.informatica.com/docs/DOC3015 within five (5) business days after the end of the calendar month of the Deviation. You may terminate the Cloud Service at issue if the Cloud Service has Major Deviations in any three (3) consecutive calendar months or in any four (4) calendar

months during a twelve-month period during the term of the Cloud Service. You must provide written notice of termination by opening a case as set forth above. We will refund you the prepaid but unused fees for the Cloud Service for the remainder of the term of the Cloud Service after the effective date of termination. Informatica Operational Insights, Informatica Discovery IQ, non-production Cloud Services environments and no-charge Cloud Services are not eligible for credits or other remedies set forth above. To be eligible for the Deviation remedies, You must be current in Your payment obligations and in compliance with the applicable contract requirements and Informatica policies. We will monitor and continuously publish Availability information for Informatica Intelligent Cloud Service production environments, and may do so for other Cloud Services, at https://status.informatica.com/ or another location chosen by Us. The SLC and Deviation remedies above do not apply to SLC deviations erroneously reported as a result of incorrect measurement.

Service Levels

Informatica® recognizes that the success of your enterprise data management strategy depends not only on the strength of our products, but also on superior and timely service. No matter where you are in your journey to cloud, our services deliver a connected experience across on-premises and multi-cloud deployments. Informatica offerings are not one size fits all. We offer three success programs to unleash the potential of your investments.

1.Basic Success - Included with subscription pricing. Designed for non-critical deployments. Flexible self-paced approach with online resources to help you get started.

Key service options include:

• Basic 8*5 assisted support
• Knowledge Center
• Success Academy – free micro learning courses
• Informatica DiscoveryIQ for Cloud

2.Premium Success - Designed for business-critical deployments. Advanced support services, training and enablement materials, and enhanced adoption resources to deliver success.

Key service options include:

• Global 24x7 support for critical incidents
 • Faster response commitments
 • Live assistance with support experts
• Informatica DiscoveryIQ for Cloud
 • Informatica University Learning Library access
• Critical milestone support
• Access to adoption and customer success resources

3. Signature Success- Designed for mission-critical deployments. Includes all the benefits of premium success and more. Strategic enhanced support, tailored customer success, and adoption services to accelerate success and deliver faster ROI

Key service options include:

• Global 24x7 support for all incidents

- Proactive support—predictive escalation, target restoration commitment
- Informatica University Masterpass
- Prioritized emergency bug fixes
- "Ask an Expert"—scheduled consults with subject matter experts
- Emergency Response Team—dedicated team for business impacting incidents
- Adoption services—tailored engagements with domain experts
- Customer success managers

More details can be found at https://www.informatica.com/content/dam/informatica-com/en/collateral/data-sheet/informatica-success-offerings_data-sheet_3511en.pdf

Outage and Maintenance Management

The Service will be available to Customer 24/7, 365 days per year, 99.50% of the time on a monthly basis, excluding scheduled maintenance windows and interruptions outside of Informatica's control. Informatica will endeavour to provide at least two (2) business days' notice of maintenance windows, and to conduct scheduled maintenance outside of Customer's customary daily working hours. Customer is responsible for maintaining access to the Internet and ensuring the access of its users. Informatica is not responsible for downtime or outages caused by Customer or its personnel, or for acts of God or force majeure. Should Informatica fail to meet this Service Level requirement in two (2) consecutive months, the Term will be extended at no additional cost to Customer for an additional two (2) weeks

Redundancy is built into all tiers of the architecture to avoid the need of performing a disaster recovery. The goal of our disaster recovery procedures is to minimize the extent of the disruption and impact to customer's business process, and provide a smooth and rapid restoration of services.

- To support disaster recovery needs, data is replicated on a continuous basis to disaster recovery (DR) sites located in separate Dimension Data centers, AWS or Azure regions. Hot-standby DR servers are available to resume operations. Production repository backup are taken throughout the day as an additional measure, and copies are transferred to the disaster recovery (DR) sites.

Financial Recompense Model for not Meeting Service Levels

Service Credits are available for Informatica hosted cloud services .

4. Provision of the service

Customer Responsibilities

Customer and its Users shall not, and shall not allow third parties to: (i) license, sublicense, lease, rent, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service, or the audio, graphical and textual information, documents, Technology (as defined in Section 4), products and services contained or made available to Customer in the course of using the Service (collectively, "Content") in any way unless such third parties are working

on behalf of Customer as contractors or consultants and have been authorized by Customer to use the Service; (ii) modify or make derivative works based upon the Service or the Content (provided that configuring the Service within its policy parameters shall not constitute a modification or derivative work); (iii) use the Service as a service bureau or to provide a service directly or indirectly to third parties, including, without limitation, for the creation or manipulation of data to be sent to a third party (except for permitted end points) or for the processing of data provided by a third party; (iv) reverse engineer, adapt, translate, decompile, or otherwise derive the source code for the Secure Agent (except in the European Union, to the extent permitted by the 1991 Software Directive in order to achieve interoperability, but only after notifying Informatica and giving Informatica an opportunity to provide any necessary interoperability information), or access the Service in order to copy or imitate any ideas or features or Content, or build a product or service similar to the Service, or use similar features, software, functions or graphics as those of the Service, whether or not intended to compete with the Service; or (v) access the Service for purposes of monitoring its availability, performance or functionality, or for any other benchmarking or competitive purposes.

Customer and its Users shall not: (i) interfere with, intentionally overload or disrupt the integrity or performance of the Service or the Content contained therein; (ii) attempt to gain unauthorized access to the Service or its related systems or networks; (iii) transmit or store infringing, obscene, threatening, libellous, or otherwise unlawful or offensive data or material, or data that violates the privacy rights of any person; or (iv) transmit or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs.

Customer is responsible for all activity occurring under its Customer and User accounts and shall abide by all applicable local, state, national and international laws, treaties and regulations in connection with use of the Service, including those related to taxes, data privacy, and the transmission of technical or personal data. Customer shall: (i) protect the secrecy of Customer's authorized User ids and passwords; (ii) notify Informatica immediately of any unauthorized use of any User id or password or any other known or suspected breach of security; (iii) report to Informatica immediately and use reasonable efforts to stop any copying or distribution of Content not authorized by Informatica that is known or suspected by Customer or its Users; and (iv) not impersonate another Informatica customer or Service user or provide false identity information to gain access to or use the Service. Customer agrees that anyone who inputs a valid User id and password will be deemed an appropriate User unless and until Customer notifies Informatica to the contrary in writing.

Technical Requirements and Client-Side Requirements
> The latest copy of the Product Availability Matrix (PAM) is maintained on the support site. It is advised to check online for the latest updates:
> https://network.informatica.com/community/informatica-network/product-availability-matrices/

Outcomes/Deliverables
> **Outcomes**:

- Create new revenue streams through cross sell & upsell using new Digital Platforms

- Improve Customer Experience & loyalty
- Enable business agility and change.
- Reduce cost to serve in service & improve efficiency.

Development life cycle of the solution

Informatica has a development life cycle methodology with flexibility to adapt to each customer's needs.

After-sales Account Management

At Informatica we take a long-term partnership approach to our customer relationships. We place a high level of focus on customers successfully adopting and seeing value from the solutions they procure and have a desire to work hard to ensure this continues to be the case through the life of the contract and beyond

All customers are provided with an Account Manager who will act as the primary point of contact for any questions and queries the customer may have and will be responsible for building a long-term sustainable commercial and technical relationships between the two organisations. There are a wide range of resources that can be accessed by the Account Manager to support the customer and build trust these include

- Informatica Professional Services
- Product Presales & Specialist Teams
- Product management Teams
- Informatica Executives

In addition to the service provided by the Account Manager we provide additional support to all customers via a dedicated Customer Success function with a team of Customer Success Managers (CSMs) and Customer Success Technologists (CSTs) who are responsible for the following
- Ensuring the successful adoption of Informatica Technologies
- Providing additional technical knowledge support for "How to" questions
- Ensuring the renewal process runs smoothly
- Providing an additional escalation route into Global Support when needed
- Providing guidance on training & education resources
- Providing support and assistance for any points of escalation seeing through to closure
- Coordinate partnership around technology collaboration and innovation projects
- Coordination of regular management updates
- Ensuring communication of latest product roadmap
- Ensuring customer strategy and key challenges are communicated to Informatica team

Termination Process

The Term is the time period specified in the applicable Exhibit A, commencing on the Effective Date. Upon the expiration of the Term this Agreement will terminate (except for provisions that survive termination) and Customer's access to the Service will cease, unless both parties have signed either a new Exhibit A for a renewal term or an extension to this Agreement.

Either party may terminate this Agreement upon written notice, if the other party: (a) breaches any of its material obligations hereunder and fails to cure such breach within thirty (30) days after written notice describing the breach; or (b) files for bankruptcy or is the subject of an involuntary filing in bankruptcy (in the latter case, which filing is not discharged within 60 days) or makes an assignment for the benefit of creditors or a trustee is appointed over all or a substantial portion of its assets.

Customer's failure to pay any amounts due on a timely basis will be deemed material breach of this Agreement. Accounts that have fallen into arrears are subject to interest at the rate of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is less. Alternatively, without terminating the Agreement, Informatica may suspend the Service until payment in full. Customer will continue to be charged Service fees during any period of suspension. If Informatica initiates termination of this Agreement for Customer's breach, Customer remains obligated to pay the balance due on Customer's account for the remainder of the Term then in effect, computed in accordance with Exhibit A, and will be billed for such unpaid fees. Informatica reserves the right to impose a reconnection fee in the event Customer's Service is suspended and

Customer thereafter requests access to the Service. If Customer duly terminates the Agreement for uncured material breach by Informatica, in which event Customer shall be entitled to reimbursement on a pro-rated basis of that portion of Customer's prepayment for the Service which covers any time period beyond the termination date.

Any unauthorised use of the Service, Content or any component thereof will be deemed a material breach of this Agreement. In addition, without terminating the Agreement, Informatica, in its sole discretion, may terminate a User's password(s), account(s) or use of the Service if such User breaches this Agreement. Upon termination or expiration of the Agreement, in the event that Informatica has any Customer Data, Customer agrees that Informatica has no obligation to retain the Customer Data, and may delete such Customer Data.

Upon termination of the Agreement, Customer shall immediately cease use of all Content and downloadable components, including without limitation the Secure Agent, destroy any copies Customer or its Users may have made thereof and, if requested by Informatica, certify in writing that Customer has done so.

5. Our experience

The following is a representative list of our customers with ARR greater than $100,000 as of December 31, 2020 by industry vertical:

Auto / Transportation / Travel	Banking / Insurance / Financial Services	Retail / CPG	Technology / Services
Cvent	Charles Schwab	Discount Tire	Cognizant
Ford	Chubb	Kroger	Deloitte
Hitachi Transport Sabre	Goldman Sachs	McDonalds	Intel
Volvo Group	JP Morgan	Sodexo	KPMG
	State Farm		Microsoft
			RedHat
			Symco
Govt. / Public Sector / Education	Healthcare / Pharma / Life Science	Manufacturing	Energy / Utilities /Telco
FDA	CVS Health	CEMEX	EDF
New York City Health & Hospitals	Franciscan Alliance	Coca Cola	NTT (Nippon Telegraph & Telephone)
New York State Department of Health	JDRF	Fujitsu	
	Sanofi	Lenovo	
State of Indiana		Mitsubishi	

Case Studies

The University of North Carolina located in Chapel Hill

The University of North Carolina located in Chapel Hill, North Carolina is the United States' oldest public university. Its mission is to serve as a centre for research, scholarship, and creativity and to teach a diverse community of undergraduate, graduate, and professional students to become the next generation of leaders.

Business Need

- Automate participation in UNC Online and data sharing between UNC institution systems
- Deploy a real-time, cloud-based solution university-wide

Challenges

- Enable students to take UNC Online courses hosted by schools throughout the UNC system

- Devote more time to value-added application development and less time building interfaces among systems
- Satisfy demand for real-time data and integrations to support enrollment at 17 different institutions

Solutions & results

- Informatica Intelligent Cloud Services automates data integrations between schools in the UNC System
- Makes it easier to accommodate requests for real-time data integrations across the university
- Reduces development time up to 50-60%, enabling UNC to deploy new web services into production approximately 4x faster

Clients

Contact Details

Informatica UK
Building 4,
Foundation Park,
Roxborough Way,
Maidenhead,
Berkshire
SL6 3UD

Phone: 01628 511311

Email: digitalgov@informatica.com