



Informatica®
from Salesforce

G-Cloud 15

Service Definition

Informatica

Cloud Data Integration and Engineering, Data Ingestion and Replication

Lot 2b Software as a Service (SaaS)

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1. Introduction

Agile Company Overview

Public bodies face growing pressure to deliver faster, joined-up digital services while managing ageing systems, complex governance, and rising expectations.

At Agile, we help you cut through that complexity.

We modernise your data -improving quality, governance, and interoperability - so you can make confident decisions, deliver digital-first services, and prepare for AI-driven innovation.

Because better data isn't about technology - it's about better outcomes for people.

Why work with Agile?

As an independent consultancy, we help you tackle real-world challenges and deliver meaningful, lasting outcomes for the public.

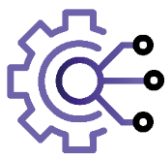
We believe transformation starts with people and culture, not technology. That's why we take a vendor-agnostic approach - working alongside your teams to design practical, sustainable solutions that fit your mission and scale.

With more than 20 years' experience, we've supported organisations across sectors to modernise their data platforms, strengthen governance, and unlock long-term value responsibly.

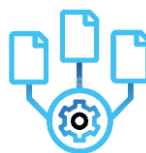
How we help

- Build governance frameworks for ethical, secure data use
- Conduct maturity assessments to benchmark data and AI readiness
- Simplify and connect legacy systems
- Deliver modern platforms for trusted, interoperable data

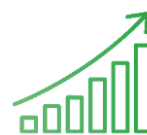
We help public sector teams turn data into a strategic asset — powering smarter policy, stronger collaboration, and measurable public impact



Modernise: We help you shape a clear data vision aligned with your public service goals, using the right tools and standards.



Manage: Good data should just work. We ensure your data is clean, connected and accessible – so the right people get the right information when it matters most.



Maximise: Your data is packed with hidden value. We'll help you uncover it and improve outcomes for citizens.

Our Partners



Our Clients



Public Sector Procurement Frameworks

Big Data and Analytics	Lot 2: Commercial off-the-shelf (COTS) Software	Agreement number: RM6195
Digital Outcomes and Specialists 7	Lot 1 Digital Outcomes Lot 2 Digital Capability and Delivery Partners Lot 3 Digital Specialists	Agreement number: RM1043.9
Technology Products & Associated Services 2	Lot 8: Technology Catalogue	Agreement number: RM6098
Technology Services 4	Lot 5a: Application and Data Management	Agreement number: RM6190
Cloud Compute 2	Lot 3 Professional Services	Agreement number: RM6292
Digital Technology and Cyber Services	Lot 1 Digital Technology Products and Services Lot 2 Digital Technology Resources	Scottish Government DPS

Informatica Company Overview

Informatica is the Enterprise Cloud Data Management leader, bringing data and AI to life by empowering businesses to realise the transformative power of their most critical assets. We have created a new category of software, the Informatica Intelligent Data Management Cloud™ (IDMC). IDMC is an end-to-end data management platform, powered by CLAIRE® AI, that connects, manages and unifies data across any multi-cloud or hybrid system, democratising data and enabling enterprises to modernise and advance their business strategies. Customers in more than 100 countries, including 80+ of the Fortune 100 rely on Informatica to drive data-led digital transformation.

Celebrating over **30 years** of heritage and innovation, we are geared to reach new heights with a focus on our customer-centric values and AI-powered technology.

In 2025, Informatica reported **total annual revenue of \$1.68 billion**, (trailing twelve months as of Q3 2025) supporting 128+ trillion Cloud transactions per month and 5,000+ customers globally.

In November 2025, Salesforce, the world's #1 AI CRM, completed its acquisition of Informatica, a leader in enterprise AI-powered cloud data management. The close of the acquisition brings Informatica's rich data catalog, integration, governance, quality and privacy, metadata management, and Master Data Management (MDM) services to the Salesforce platform, establishing a unified and comprehensive data foundation for agentic AI — and enabling AI agents to operate safely, responsibly, and at scale across the modern enterprise.

Value Proposition

Informatica equips central and local government with robust [data management](#) tools that unify data silos, enhance citizen services and enable insightful analytics for smarter governance and operational excellence.

Informatica's intelligent Data Management Cloud platform (IDMC) delivers best-of-breed products for data ingestion, data integration, data quality and observability, master data management, data catalog, data governance and privacy to control costs, increase productivity and accelerate speed to market, with a single, comprehensive, cloud-native data management platform. IT managers can rest easy with Informatica's platform which provides the best of both worlds -- future-proof technology and cost governance. With Informatica you can drive high performance data engineering, with any data of any type at any volume at any speed from any source. Our low/no-code platform takes a huge burden off the data engineer's shoulders and reduces their maintenance burden. Our CLAIRE-based AI capabilities automate many repetitive manual engineering tasks. No wonder, customers can gain up to 324% average ROI with Informatica's solution.

What the Service Provides

Ingest, integrate and cleanse your data with a single data engineering solution optimized for FinOps.

Built on a next-generation, microservices-driven cloud-native integration platform as a service (iPaaS), Informatica® Cloud Data Integration enables you to connect hundreds of applications and data sources across on-premises and the cloud and allows you to integrate data at scale. Optimise performance of your development teams by employing a codeless UI to build new integrations using drag-and-drop interfaces, making complex integrations simple. Speed up new initiatives with pre-built templates to get teams up and running more quickly, even for very involved scenarios. As an added bonus, you can enable other teams across your organisation to improve integrations by

leveraging specially built wizards for completing the last mile of integrations. Optimise the performance of the integration jobs by leveraging integration features built for the data warehouse. Take advantage of optimised connectors for bulk loads of billions of records. Convert ETL to ELT jobs by enabling pushdown optimization that converts your workloads to optimized SQL code.

Social Value

Informatica is committed to creating positive social value through its comprehensive Environmental, Social, and Governance (ESG) and Diversity, Equity, and Inclusion (DEI) strategies. These programmes are designed with clear objectives and governance structures that align with the social value areas of economic growth, environmental sustainability, and opportunity, as outlined in the PPN 002 Social Value Model.

The following outlines the initiatives related to the specified social value areas, based on the provided documentation.

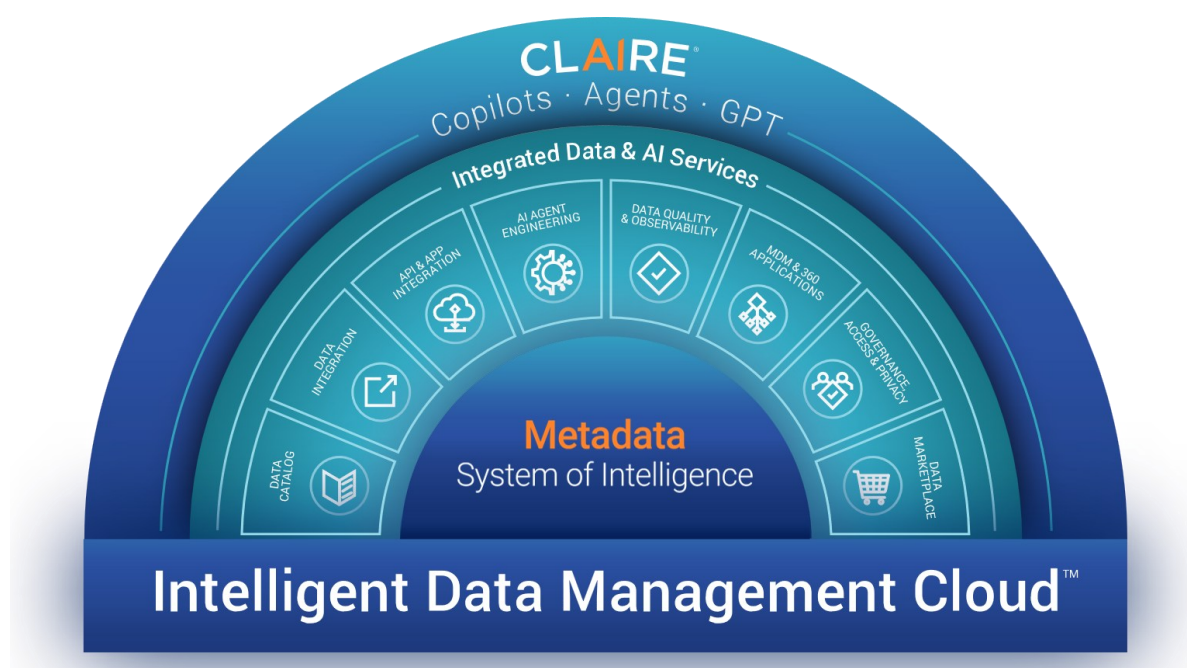
- **Kickstart Economic Growth**
 - Initiative: The organisation supports economic growth and resilient supply chains through its supplier diversity programme, aligning with PPN 002 Outcome 3a (Create a diverse supply chain).
 - SMART Objective: To increase the percentage of annual procurement spend with small and diverse-owned businesses, with a specific target set and reviewed annually.
 - Metrics and Monitoring: The primary metric is the value of direct spend with small and diverse businesses (aligning with PPN 002 metrics 3a ii and 3a iii). This is tracked via internal procurement systems and reviewed quarterly. Progress is reported annually in the public ESG report.
 - Stakeholders: The Chief Procurement Officer is responsible for the programme, with oversight from a Supplier Diversity Council composed of cross-functional leaders.
- **Make Britain a Clean Energy Superpower**
 - Initiative: The organisation is committed to reducing its environmental impact through its GHG emissions reduction targets, aligning with PPN 002 Outcome 4a (Deliver additional environmental benefits... working towards net zero).
 - SMART Objective: To reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 42% by 2030, from a 2022 baseline.
 - Metrics and Monitoring: Progress is measured by the annual reduction in Scope 1 and 2 emissions in metric tonnes of carbon dioxide equivalent (MTCDE), aligning with PPN 002 metric 4a i. This data is externally verified and published in the annual ESG Report.
 - Stakeholders: The ESG Steering Committee, chaired by the Chief Legal Officer, provides governance and oversight, reporting progress to the Board of Directors.
- **Break Down Barriers to Opportunity**
 - Initiative: The organisation fosters an inclusive workplace and creates opportunities through its DEI strategy, aligning with PPN 002 Outcome 6c (Demonstrate action to identify and tackle inequality in employment, skills and pay).

- SMART Objective: To increase the representation of women in global leadership roles to 35% and the representation of underrepresented racial and ethnic groups in the US workforce to 30% by the end of 2025.
 - Metrics and Monitoring: Workforce demographic data, including hiring, promotion, and retention rates, is monitored by the HR and DEI teams using internal dashboards. Progress is reported publicly in the annual DEI and ESG reports.
 - Stakeholders: The Chief Human Resources Officer is the executive sponsor for these initiatives, with a dedicated Head of DEI managing the programmes.
- Build an NHS Fit for the Future
 - Informatica has implemented broad health and wellbeing initiatives for the organisation's workforce, which align with the principles of PPN 002 Outcome 8a (Support health and wellbeing in the contract workforce). However, we have not implemented measurable initiatives directly targeted at the "Build an NHS fit for the future" social value mission.

Overview of the G-Cloud Service

The Cloud Data Integration and Engineering, Data Ingestion and Replication services are 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 democratisation 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, Google Cloud Platform, and can also be deployed as a self-managed service in our customers' cloud, multi-cloud, multi-hybrid or on-premise environments.



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 modelling 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 and Observability: 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 hundreds of pre-built data quality rules for data domains, geographies and industries.

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, citizen, 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 Catalogue: Data consumers of all experience levels are enabled to use our Cloud Data Catalogue service to quickly find, access, and understand enterprise data using a simple Google-like search experience. Data Catalogue allows organisations 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 / Data Access Management products to govern data, help ensure compliance with industry and corporate policies, manage data as an asset and minimise the risk of a data breach. These products enable organisations to deliver and consume trusted and protected data across the enterprise, increasing the value of data while minimising 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 and access policies 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.

IDMC Architecture

Informatica's Intelligent Data Management Cloud (IDMC) provides the industry's leading enterprise iPaaS, is the industry's most modern, comprehensive, cloud native, microservices based, API-driven and AI-powered iPaaS, offering the highest enterprise scale and trust.

Data engineers, Extract-Transform-Load (ETL) developers, and citizen integrators 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 modelling 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.

Our platform is based on a multi-tenant, multi-cloud, microservices-based architecture hosted on AWS, Microsoft Azure and Google Cloud Platform. It leverages intelligence resource management, auto-scaling, and partitioning logic to manage our compute and storage footprint, thereby driving resiliency, performance and efficiency. Our cloud platform runs globally across multiple regions and within each region our microservices are distributed to avoid single points of failure in order to ensure fault tolerance even in the case of full physical data centre outage. Our platform architecture consists of four critical components:

1. High-performance connectors for cloud and on-premise

Connecting and accessing data is an essential capability across all data management services. Our platform's high-performance connectivity enables accessing data for multiple integration patterns including real-time, change data capture, batch, streaming or API. Our platform's connectivity spans over 57,000 metadata-aware connections that can access applications, databases, business

intelligence tools, data modelling tools, data lakes, data warehouses, mainframes, messaging systems, file systems, IoT devices and other critical enterprise data repositories.

1. Optimized data processing engines

Our platform offers multiple data processing options optimized for data volumes, types, latency and data management operations. Our platform supports unstructured data, complex hierarchical data and relational data types, deployed within our elastic and serverless compute environment. Our platform also offers flexibility of deploying these data management operations on third party compute platforms leveraging advanced pushdown optimization to AWS Redshift, Microsoft Azure Synapse, Google Cloud Big Query, Snowflake and Databricks. Depending on the size of data, data locality, pattern of integration and ecosystem, our platform will select the best processing method.

Elastic and serverless processing. For large batch (up to petabyte scale) processing, our platform uses elastic and serverless Spark-based processing.

Pushdown optimization. For data to be transformed within a database or system, our platform uses advanced pushdown optimization (ELT) to enhance performance.

Secure hybrid architectures. For hybrid workloads where data is located on-premise within the customer firewall, IDMC provides a secure agent to support hybrid deployment architectures.

Integration and workflow orchestration engine. For real-time and process integration across multiple applications supporting business processes, our platform provides a business process orchestration engine to manage the integrations and workflows.

2. Metadata and data intelligence

Leveraging our portfolio of AI and machine learning algorithms applied to various metadata types (e.g., technical, business, operational, usage, social), our platform provides intelligence and automation across all data management services. By scanning and managing metadata from a wide variety of sources including databases, applications, files, cloud platforms, mainframes, big data stores, BI tools, ETL tools, modelling tools, hand code and scripts, context is captured through a metadata graph database to deliver a metadata system of record and automation recommendations for enterprise data management operations. Our platform manages a total of 35 petabytes of active metadata to automate tasks and processes, delivering thousands of hours of time and cost savings for our users.

3. Distributed multi-cloud control plane

Our platform's distributed multi-cloud control plane consists of a series of highly available, modular, scalable microservices deployed on AWS, Microsoft Azure, and Google Cloud Platform that implement core capabilities such as design and development experiences, policy definitions, access control, security, and operational management. The control plane orchestrates interactions across the high performance connectors, optimized data processing engines, and metadata intelligence and data management services to deliver a unified experience supporting an agile data management development lifecycle across a wide variety of users and skill sets, including business users, technical users and administrators.

Key Features

Rich Set of Connectors for All Major Data Sources

Informatica Cloud Data Integration provides out-of-the-box connectivity to hundreds of cloud and on-premises systems, enterprise and middleware applications, data stores (e.g., databases, warehouses, big data stores), and analytics/BI tools.

Powerful Data Transformation Capabilities

Process data transformation in real-time or batch with rich transformation types such as aggregation, cleansing, masking, filtering, parsing, ranking, and many others. Easily read and write complex hierarchical documents without coding, including XML, JSON, and AVRO. Use Apache Velocity transformation scripts to convert hierarchical inputs such as JSON or XML to JSON, XML, or text output without flattening the data.

Spark-Based Complex Data Integration

The Cloud Data Integration Elastic service enables your IT organization to process your data transformation using elastic clusters, or ephemeral Kubernetes clusters. Elastic clusters are compute clusters that are managed by a Secure Agent on your behalf and scale the cluster up or down based on your workload. Use Python transformation to quickly define simple or complex transformation functions for machine learning applications.

Codeless Integration

Build simple to complex data integration tasks using a visual mapping designer that connects diverse endpoints across cloud and on-premises with pre-built transformations to accelerate development. Leverage enhanced capabilities—such as partitioning, push-down optimization, parameterization, and reusable link rules—that allow you to quickly build advanced integrations and run them at scale, with no coding needed.

Data Integration With No Servers to Manage

Cloud Data Integration in Advanced Serverless runtime provides a fully managed environment with no cloud administration, no software, and no servers or clusters to manage. Full and automated infrastructure management and provisioning includes auto tuning and auto scaling.

Taskflow Orchestration for Combining Batch and Real-Time Integration

Build simple to complex orchestrations through taskflows. Using a taskflow designer, orchestrate multiple data integration tasks and mappings, run them in a non-linear parallel fashion, and perform advanced exception handling and decision-making. Call taskflows on demand via an API, and dynamically provide input parameters for the tasks being orchestrated to fully leverage the parameterization capabilities of Informatica Data Integration. Taskflows can also invoke other taskflows (a.k.a. sub-taskflows), allowing for increased taskflow reuse.

Intelligent Structure Discovery for Understanding and Parsing Complex Files

Intelligent Structure Discovery leverages the CLAIRE® engine to understand the structure of complex files and automatically infer the processing model for such files. Automatically detect data fluctuations and data drift in input data for files, including JSON, XML, logs, and clickstream data.

Change Data Capture for Consistent Analytics

Quickly bring only the changed data from transactional systems with the prebuilt task wizards and Change Data Capture function. Extract changed data in massive volumes in real time—once and only

once—from relational databases (e.g., Db2 on Linux, Unix, Windows, and iSeries [also known as AS400, i5/ OS platforms]). Then propagate to other databases and cloud applications using the patented Informatica PowerExchange® (PWX) technology, along with data integration services.

Highest Level of Security

Security is a design principle; customer data and workload security are considered at every step during the data integration lifecycle. GDPR-compliant, the Informatica iPaaS is also certified with industry-standard compliance for SOC2, SOC3, and HIPAA.

Key Benefits

Optimized Connectors

While many products provide connectivity to various systems, too often it comes in the form of generic, out-of-the-box interfaces. This results in tools that rely on slow, one-insert-at-a-time data flows. Instead, Informatica provides custom-built connectors that leverage best-of-breed processes. Whether by automatically staging data and issuing “copy” commands or by optimizing the insert batches, these approaches deliver high performance.

Elastic Spark Performance with Automatic Tuning and Scaling

Elastic data integration delivers high performance for complex and high-volume workloads leveraging Spark clusters and auto tuning. The Secure Agent dynamically scales the cluster up or down based on demand to maximize utilization.

Serverless Deployment with No Hardware or Software to Manage

Cloud Data Integration in Advanced Serverless runtime simplifies DevOps and eliminates the need for skilled cloud administrators, improving your total cost of ownership.

Connect to Any Type of Data, Anywhere

Leverage several hundreds of connectors to databases, cloud data lakes, and on-premises and SaaS applications, as well as all types of data warehouses. Whether your data is in flat files, relational, or hierarchical (e.g., XML, JSON, Avro, or Parquet), the Informatica iPaaS handles any type of data format for processing.

Empower Any Type of User

Enable business analysts, data scientists, data stewards, and citizen integrators to actively engage in data integration with a role-appropriate user experience in a zero-coding environment

Build Enterprise-Scale Integrations Without Coding

Leverage enterprise-level performance to quickly build advanced integrations and run them at scale, with no coding needed.

Consistent Experience and Unified Metadata Across All Cloud Services

A consistent framework and user experience are provided across all cloud services in IDMC, built on a microservices-driven platform.

Scale as Your Business Grows

Business requirements will evolve rapidly, data volume and complexity will grow, and technology will continue to change. IDMC provides an approach to data management that is modern, modular, and flexible to help your organization adapt new integration patterns to keep up with market changes and stay competitive.

Informatica Cloud Data Ingestion and Replication

Digital transformation is fuelled by data, which is the key to accelerating your business and gaining competitive advantage. To get started, you must quickly ingest large volumes of data from a variety of sources onto cloud or on-premises repositories for processing and reporting, or onto messaging hubs for real-time analytics.

Key Features

Informatica® supports all your data integration, application integration, API management, data quality, and data management initiatives with the next-generation Informatica Intelligent Data Management Cloud (IDMC) iPaaS. Powered with the AI/ML-driven intelligence of the CLAIRE® engine and designed for cloud scalability with a microservices architecture, IDMC provides critical cloud infrastructure services, including Cloud Mass Ingestion.

Streaming Data Ingestion

Collect, transform, and enrich data from streaming and IoT endpoints and ingest it onto your cloud data repository or messaging hub. This streaming service supports data sources such as logs, clickstream, social media, Kafka, JMS, and MQTT. You can ingest the streaming data onto Amazon S3 and Kinesis Data Firehose, Microsoft Azure Event Hubs, Kafka, Databricks Delta, Google Cloud Storage, Confluent Kafka, and Amazon MSK. Apply simple data transformation rules to ensure the data is ready for analytics. These rules allow you to combine multiple events into a single event, filter based on specific conditions, or separate the ingested data into different output groups.

File Ingestion

Easily transfer files of any size with scalability and high performance. Ingest data from file sources including Amazon S3, Microsoft Azure Blob, Microsoft Azure Data Lake Storage, Google Cloud Storage, HDFS, FTP, SFTP, and FTPS servers. Supported data targets in the cloud or on-premises include FTP, SFTP, and FTPS servers; Amazon S3; Microsoft Azure Blob and Microsoft Azure Data Lake Storage; Google Cloud Storage; and HDFS. You can securely transfer your files using PGP encryption and scan them for viruses before they are loaded to your target. You can also compress files for greater transfer efficiency between the source and the target.

Database Ingestion

Ingest data from relational databases such as Oracle, Microsoft SQL Server, MySQL, Teradata, DB2, and Postgres and move it onto Amazon S3, Kafka, Microsoft Azure Data Lake Storage, Microsoft Azure Synapse Analytics, Snowflake, or Google Cloud Storage, and address change data capture needs. Load operations options include initial load with a single-point-in-time ingestion; Oracle incremental load with a continuous propagation of changes; and Oracle initial and incremental load, which combines both options. Web-Based Data Ingestion Experience A web-based interface lets you easily configure and deploy mass ingestion tasks, group similar tasks with tags, and organize them in folders. You can also define ingestion-task parameters, including source, target, transformation, and

runtime options. And, you can drill down on specific tasks for details such as performance statistics and task-run history.

Real-Time Monitoring and Alerting

Monitor your mass ingestion tasks and view a list that includes task properties such as task type, runtime environment, start time, duration, and state. Also monitor all users' ingestion tasks in your organization and view summary counts and state, lists of all tasks, and recent tasks with errors or warnings.

Application Ingestion

Ingest data from SaaS and on-premises applications (for example, Salesforce, SAP ECC, Microsoft Dynamics 365) into cloud data warehouses, cloud data lakes, and message hubs to support use cases like application synchronization, application modernization, and advanced analytics.

Key Benefits

Gain Deeper Insights From Real-Time Analytics

Efficiently move streaming data, application data, files, and databases onto cloud data lakes, messaging systems, or cloud data warehouses for deeper insights. Also ingest all critical new business data such as logs, clickstream, and IoT data onto Kafka for real-time analytics.

Synchronize Data With Cloud Data Warehouses and Cloud Data Lakes

Modernize your data warehouses by transferring data from multiple databases—including on-premises databases and applications—to cloud data warehouses or cloud data lakes. After an initial batch load of data to the data warehouse, Cloud Mass Ingestion propagates changes continuously from a source database to keep your data up to date.

Leverage a Single Efficient Ingestion Solution for All Your Ingestion Needs

Get a unified mass ingestion solution to support all data ingestion patterns—including file, databases, applications and streaming—with flexible support for a variety of sources and targets, as well as data transformations. Create and deploy mass ingestion tasks and monitor the runtime environment from a single administrative dashboard to easily respond to warnings and potential bottlenecks.

Informatica Cloud Data Quality

Cloud modernisation initiatives rely on high-quality and trusted data and are often part of a Data Integration requirement to facilitate an analytics project. For this reason, Data Quality is an essential component of Informatica's IDMC.

Informatica Cloud Data Quality empowers your company to take a holistic approach to managing data quality to quickly identify, fix, and monitor data quality problems in your business applications. The solution transforms your data quality processes to be a collaborative effort between business users and IT. This creates a true data-driven environment that accelerates cloud benefits through faster migrations and gains more trusted insights from cloud data warehouses, data lakes, and SaaS applications.

Key Features:

- **Self-Service Data Quality for Business Users**

Informatica Cloud Data Quality leverages our many years of experience working with customers to identify and resolve their data quality problems. Informatica Cloud Data Quality, which runs on Informatica Intelligent Cloud Services, is part of Informatica Intelligent Data Platform so you can quickly identify and resolve data quality issues without any additional IT coding or development. As a result, you can leverage its security, reliability, and backup so you can focus on operational excellence instead of investing in additional infrastructure. Business users can readily specify, validate, and test re-usable data quality rules in a streamlined and collaborative environment.

- **Manage the Entire Data Quality Process**

You can manage the entire data quality process with Informatica Cloud Data Quality, no matter the size of your organization, the location of your operations, or the types and volumes of data. Whether your business initiative is centered on working with customer or third-party data, product or supplier data, transaction data, or data from IoT devices, Informatica Cloud Data Quality will ensure that you can trust the quality of your data.

- **Rich Set of Data Quality Transformations and Universal Connectivity**

Informatica Cloud Data Quality provides comprehensive and modular support for all data and all use cases, whether you're focused on a small project or a complex, cross-enterprise initiative. You can deliver trusted customer, product, financial, or asset data to any data integration, master data management (MDM), or data governance project. It features standardization, matching, worldwide address cleansing, and versatile data quality management for all project types.

- **CLAIRE – The “Intelligence” in Intelligent Data Quality**

The CLAIRE™ engine delivers metadata-driven artificial intelligence to Cloud Data Quality, enabling intelligent recommendations of data quality rules that are based on how similar data has been managed. CLAIRE can also automatically detect data similarity, which is the first step toward detecting and removing duplicate data.

Key Benefits:

- **Simplified Administration and Lower Overhead**

Instead of a collection of point solutions, organizations gain a single, easy-to-use, self-service data quality tool across all departments, applications, and deployment models, 100 percent in the cloud and delivered as an economically priced subscription service.

- **Faster Deployments With Powerful User Interactions**

Informatica Cloud Data Quality allows IT organizations to quickly access all data and accelerate the completion of data quality-centric projects. Your IT team can accelerate data quality projects by building data quality mappings within a familiar development environment that provides data profiling and prebuilt data quality rules standardization and cleansing.

- **Power Your Customer Experience Initiative With High-Quality Data**

Customers demand a great experience. If they don't have the best experience with your organization, they'll not only seek out a replacement product or service, but they'll also share their negative experience across their peer network. Savvy organizations understand today's reality and realize that the difference between offering a stellar experience and a sub-par experience is trusted, reliable data. To properly ensure that you're aligned with your customers, you need to have the most accurate, up-to-date data possible. With Informatica Cloud Data Quality, you'll be able to ensure that your team members throughout your

organization are running customer experience applications and master data management tools with the best quality data possible, and you can truly improve every experience for your customers.

- **Trust the Results of Your Cloud Data Warehouse and Analytics**

You can build the best visualizations in the world, but if you don't trust the underlying data, you won't be able to trust the results of your cloud data warehouse initiatives. High-quality data is the essential ingredient for high-quality analytics. With Informatica Cloud Data Quality, you'll be able to profile, standardize, measure, and monitor the quality of your data, giving you data and analytics that you can trust, today and in the future.

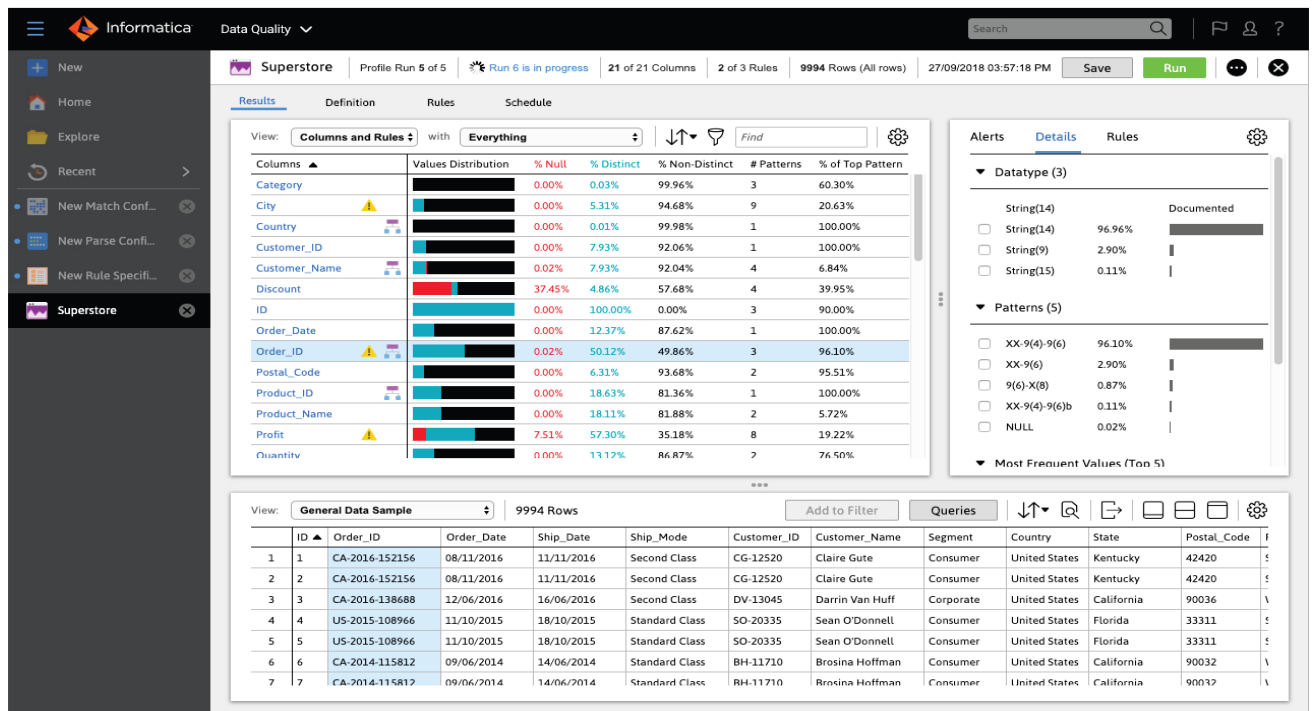


Figure 1: Informatica Cloud Data Quality provides an easy-to-use, browser-based interface.

PowerCenter

PowerCenter provides an environment that allows you to load data into a centralized location, such as a data warehouse or operational data store (ODS). You can extract data from multiple sources, transform the data according to business logic you build in the client application, and load the transformed data into file and relational targets.

PowerCenter also provides the ability to view and analyse business information and browse and analyse metadata from disparate metadata repositories.

PowerCenter has a service-oriented architecture that provides the ability to scale services and share resources across multiple machines.

PowerCenter accesses the following sources:

- **Relational.**
Oracle, Sybase ASE, Informix, IBM DB2, Microsoft SQL Server, SAP HANA, and Teradata.
- **File.**

Fixed and delimited flat file, COBOL file, XML file, and web log.

- **Application.**

You can purchase additional PowerExchange products to access business sources such as Hyperion Essbase, WebSphere MQ, IBM DB2 OLAP Server, JMS, Microsoft Message Queue, PeopleSoft, SAP NetWeaver, SAS, Siebel, TIBCO, and WebMethods.

- **Mainframe.**

You can purchase PowerExchange to access source data from mainframe databases such as Adabas, Datacom, IBM DB2 OS/390, IBM DB2 OS/400, IDMS, IDMS-X, IMS, and VSAM.

- **Other.**

Microsoft Excel, Microsoft Access, and external web services.

The sources mentioned are a non-exhaustive list. For more information about PowerCenter sources, see the PowerCenter documentation at docs.informatica.com.

PowerCenter can load data into the following targets:

- **Relational.**

Oracle, Sybase ASE, Sybase IQ, Informix, IBM DB2, Microsoft SQL Server, SAP HANA, and Teradata.

- **File.**

Fixed and delimited flat file and XML.

- **Application.**

You can purchase additional PowerExchange products to load data into business sources such as Hyperion Essbase, WebSphere MQ, IBM DB2 OLAP Server, JMS, Microsoft Message Queue, PeopleSoft EPM, SAP NetWeaver, SAP NetWeaver BI, SAS, Siebel, TIBCO, and webMethods.

- **Mainframe.**

You can purchase PowerExchange to load data into mainframe databases such as IBM DB2 for z/OS, IMS, and VSAM.

- **Other.**

Microsoft Excel, Microsoft Access, and external web services.

You can load data into targets using ODBC or native drivers, FTP, or external loaders.

The targets mentioned is a non-exhaustive list. For more information about PowerCenter targets, see the PowerCenter documentation at docs.informatica.com.

Key Benefits include:

- Universal Data Access and Broad Connectivity
- Agile Data Integration
- Robust Development Tools
- Team-based development and High availability configuration
- Metadata Management

- Data Profiling
- Dynamic Partitioning Analyst Tool
- Rapid Prototyping
- Administration and Operations
- Enterprise-Grade Security

Configurations are specific to deployment scenarios typically include:

- PowerCenter PE per CPU-core (S) Production Annual Subscription
- PowerCenter Real Time Package per CPU-core (S) Production Annual Subscription
- MDX for PCAE - Unlimited Data Types Per Environment (S) Production Annual Subscription
- PowerCenter PE per CPU-core (S) Development Lab Annual Subscription
- PowerExchange for Unlimited data types (per Environment) (S) Production Annual

Associated Services

For all deployment options, full API access is provided. And dependent on the deployment option chosen, other Informatica services are included, such as:

Included:

- SaaS (cloud) version includes Informatica managed upgrades and required storage
- Data Synchronisation Service - Provides bi-directional data loading and extraction capabilities as well as advanced scheduling to automate simple and complex multistep integrations between various cloud and Customer on-premise systems
- Data Quality Services – Design business rules, dictionaries, cleanse rules, verification and parsing rules to ensure trusted data
- Application Integration Service - Allows the creation of processes to integrate systems using synchronous and asynchronous integration; to orchestrate services; to expose service APIs; to create interactive guides providing access to data

2. Data Protection

Information Assurance

The organisation maintains a comprehensive security and compliance programme, validated by numerous internationally recognised accreditations and third-party audits, to ensure the safe and secure management of customer information.

The platform's approach to information assurance is built upon the following pillars:

- **Security Accreditations and Certificates:** The platform's security controls are regularly audited and certified by independent third parties. Key attestations include:
 - **ISO/IEC 27001:** This certification validates that the organisation's Information Security Management System (ISMS) meets the international standard for establishing, implementing, maintaining, and continually improving information security.
 - **SOC 2 Type II:** This attestation report provides independent assurance on the design and operational effectiveness of controls related to the Security, Availability, and Confidentiality Trust Services Criteria over a period of time.
 - **HIPAA/HITECH:** The platform undergoes an independent third-party audit to attest to its compliance with the security and breach notification requirements of the Health Insurance Portability and Accountability Act.
 - **SOC 3:** A public-facing summary of the SOC 2 report is available, providing a general overview of the effectiveness of the control environment.
- **Processes and Facilities:** Information is managed through a combination of robust technical and procedural controls.
 - **Secure Facilities:** The service is hosted on leading public cloud infrastructure providers (e.g., AWS, Azure, GCP), which operate highly secure, geographically dispersed data centres with extensive physical and environmental security controls.
 - **Data Encryption:** All customer data is encrypted in transit using strong protocols such as TLS 1.2+ and at rest using industry-standard algorithms like AES-256.
 - **Access Control:** Access to production environments is strictly managed based on the principle of least privilege, requiring multi-factor authentication and regular access reviews.
 - **Security Operations:** A dedicated security team provides 24/7 monitoring of the platform to detect, analyse, and respond to potential security incidents.
- **Policies and Standards:** The organisation's security programme is governed by a comprehensive set of internal policies that align with industry best practices and standards.
 - The ISMS is aligned with the ISO 27001 framework.
 - The platform includes features designed to help customers meet their data protection and privacy obligations under regulations such as the General Data Protection Regulation (GDPR).
 - Internal policies cover critical areas including secure software development life cycle (SDLC), incident response, change management, and continuous employee security awareness training.

This multi-layered approach ensures that customer information is protected by a verified and continuously improving security posture.

Data Back-Up and Restoration

The platform employs a comprehensive data backup and restoration strategy designed to protect customer metadata and ensure service continuity. This is a managed process integral to the platform's disaster recovery and business continuity programme.

The plans, processes, and systems in place to protect against data loss are as follows:

- **Backup Scope and Frequency:** The service automatically performs regular backups of all customer metadata. This includes objects such as projects, mappings, taskflows, connection details, and user access control configurations. Full backups are performed on a weekly basis, with incremental backups performed daily to minimise the recovery point objective (RPO). These backups are encrypted and stored securely in geographically separate locations from the primary data centre to protect against regional failures. It is important to note that these managed backups pertain exclusively to the customer's metadata within the platform; the customer remains responsible for the backup and recovery of their own business data residing in their source and target systems.
- **User Control:** The backup and restoration process is a fully managed component of the service. Customers cannot directly initiate, schedule, or control these system-level backups. This centralised management ensures that procedures are applied consistently and reliably for all tenants on the platform. While system-level backups are managed by the organisation, customers retain the ability to export their assets (metadata) from the platform at any time, allowing them to maintain their own offline copies for archival or versioning purposes.
- **Process Review and Testing:** The organisation's disaster recovery plan, which includes data restoration, is regularly reviewed and updated as part of the continuous improvement cycle of the Information Security Management System (ISMS). Restoration procedures are tested periodically to validate the integrity of the backups and the effectiveness of the recovery process. These activities fall within the scope of independent third-party audits, such as SOC 2 and ISO 27001, which provide external assurance of their effectiveness.
- **Client-Specific Requirements:** The described backup and restoration capabilities are the standard, robust protections provided to all customers as part of the service. The platform's architecture is designed to provide a high level of availability and durability for a multi-tenant environment. As such, custom backup schedules or processes for individual clients are not part of the standard offering.

Business continuity statement/plan

The organisation maintains a comprehensive Business Continuity Plan (BCP) and Disaster Recovery (DR) programme to ensure the resilience and availability of its cloud services. The programme is designed to minimise service disruption and data loss in the event of a significant incident.

- **Scope of the Plan:** The BCP and DR plans encompass the personnel, processes, and technology required to deliver the cloud platform services. This includes the control plane, data processing services, and all supporting infrastructure. The plan's scope is to ensure the recovery and continuity of the production service environment.
- **Key Business Areas and Critical Functions:** The critical functions necessary for service delivery include the platform's user authentication and authorisation services, metadata repository, job scheduling and execution engines, and monitoring and logging services. Customer support operations are also identified as a critical business area.

- **Dependencies:** The primary dependency for the service is the underlying public cloud infrastructure provider (e.g., AWS, Azure, GCP). The plan accounts for failures at the infrastructure level, from individual component failures to entire availability zone or regional outages. Internal dependencies exist between the Site Reliability Engineering (SRE), Security Operations, and Customer Support teams, whose coordinated actions are orchestrated by the incident response plan.
- **Acceptable Downtime:** The platform is architected for high availability, leveraging multiple, physically separate Availability Zones within a region to provide resilience against localised failures. This design minimises downtime for most failure scenarios. For disaster-level events requiring a full regional failover, the service is designed to meet defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). The RPO is minimised through weekly full backups and daily incremental backups of customer metadata to a separate geographical region.
- **Outline Plan to Maintain Operations:** The plan to maintain operations is based on a multi-layered strategy of resilience and recovery.
 - **High Availability:** Critical service components are deployed in a redundant configuration across multiple Availability Zones, with automated failover capabilities to handle infrastructure failures without service interruption.
 - **Disaster Recovery:** In the event of a complete regional failure, the DR plan is activated. This involves restoring the service and customer metadata in a designated recovery region using the geo-redundant backups.
 - **Incident Management:** A formal incident response plan is in place to detect, assess, and respond to disruptive events, including the procedures for activating the BCP and DR plans.
 - **Testing and Review:** The DR plan is tested periodically to validate recovery procedures and ensure RTO/RPO targets can be met. The overall BCP is reviewed and updated annually, or as significant changes to the environment occur.

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

Privacy by Design

The organisation has been proactive in its approach to data protection, embedding privacy principles into the core design of the platform and its operational processes to support customer adherence to the General Data Protection Regulation (GDPR).

The service's commitment to privacy by design and its alignment with GDPR are demonstrated through the following measures:

- **Secure by Design Architecture:** The platform is built with security and data protection as foundational principles.
 - **Data Segregation:** In the multi-tenant cloud environment, customer data and metadata are logically segregated and isolated from other tenants using robust architectural controls.
 - **Encryption by Default:** All customer data is encrypted both in transit using strong transport layer security (TLS) protocols and at rest using industry-standard algorithms such as AES-256.
 - **Secure Development Lifecycle:** Privacy and security impact assessments are integrated into the software development lifecycle, ensuring that data protection considerations are addressed from the initial design phase through to deployment and maintenance.

- Contractual and Organisational Adherence to GDPR: The organisation provides a strong legal and operational framework for data protection.
 - Data Processing Addendum (DPA): A comprehensive DPA is available to all customers, incorporating the EU's Standard Contractual Clauses (SCCs) to provide a legal basis for the transfer of personal data from the European Economic Area.
 - Technical and Organisational Measures: The organisation's security programme, validated by certifications such as ISO 27001 and SOC 2 Type II, serves as evidence of the appropriate technical and organisational measures implemented to protect personal data, as required by GDPR.
 - Data Protection Officer (DPO): A DPO has been appointed to oversee the data protection strategy and ensure compliance with privacy regulations.
- Features to Enable Customer Compliance: The platform provides a suite of tools that customers can leverage to meet their own obligations as data controllers under GDPR.
 - Data Discovery and Governance: Services such as data profiling and data cataloguing enable customers to discover, classify, and understand the lineage of personal data across their enterprise, which is a critical first step for compliance.
 - Data Subject Rights (DSR) Fulfilment: Data integration and mastering services can be used to build processes that help locate, access, rectify, or erase personal data across disparate systems, enabling customers to respond to data subject requests in a timely manner.
 - Data Protection: Dynamic and persistent data masking capabilities allow customers to de-identify or anonymise personal data, particularly in non-production environments, supporting the principle of data minimisation.

This proactive, multi-faceted approach ensures that privacy is not an add-on, but an integral component of the service, providing customers with a secure and compliant foundation for their data management initiatives.

3. Using the service

Ordering and Invoicing

Please contact us in the first instance via at 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 framework.

Availability of Trial Service

Where appropriate, trial access may be made available. This includes some - but not all - of the Cloud Integration services, as well as the use of a Secure Agent to download, install and trial for 30 days. Trials of other IDMC services, can be provided on a case-by-case basis.

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

On-Boarding, Scope etc.

The solution can run either on a:

- Fully Hosted Environment
- Third Party Cloud Provider
- Privately Hosted Environment (subscription)

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 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 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 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

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.

Off-Boarding, Scope etc.

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 IDMC solution they will be able to download any relevant mappings created via the application download feature within IDMC 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 IDMC 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:

- Informatica University Offers Role-based training programs ensure your organization gets the most out of its investment in Informatica products:
- Learn at your own pace with Online/Self-Paced Training with hands-on Labs – accessible 24/7. Supplement your existing skill set or flexibly and efficiently ramp new team members.
- Learn with your industry peers in live, public instructor led Virtual classes. Engage in chats discussion, access hands-on environments and leverage class materials for a traditional learning experience.
- Dedicated instructor focused on your needs on Private classes. Conducted live at your location or virtually. Experience a traditional learning experience via a standard course or tailored to meet your requirements.
- Training Subscriptions, Unlimited access to curated training for a full year. Collections of Informatica Instructor Led and Self-Paced courses with hands-on labs and Certifications to instil the knowledge and skills needed for success.

Professional Certifications. Prove your skills and knowledge. Gain prestigious recognition while bringing increased value to your organization and your career.

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. For other training services, please refer to the associated Informatica Lot 3 offerings rate card / options for detailed pricing around this.

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, 99.90% 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 identified as "Cloud Edition" that operate in a single tenant execution environment("SingleTenant 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 remedy for any deviation of a Cloud Service from the Service Level Commitment (“Deviation”) are set forth below.

Availability for calendar month	Credit for Deviation
99.9% – 100%	None
99.5% – 99.89%	2.5% of monthly fees for the Cloud Service
98% – 99.49%	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, non-production Cloud Services environments and no-charge Cloud Services are not eligible for credits or other remedies set forth above. Single Tenant Cloud Services are not eligible for credits or other remedies for availability of 99.5% or 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://pulse.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.



NB: Basic Success is for non-critical deployments and deemed unsuitable for UK government deployments.

1. Premium Success - Premium Success offers advanced Support Services to meet complex business requirements. Tailored for medium to large-scale enterprises, Premium Success Support Services offer 24x7 access to our support staff globally for critical issues to significantly mitigate against costly downtime and provides access to resources to deliver success through faster adoption.

Key service options:

- Global 24x7 support — for critical incidents
- Faster response
- Live assistance — with support experts
- Informatica Success Center and Learning Pass
- Critical activity support
- “Ask an expert” — scheduled consults with subject matter experts
- Customer success resources library
- Platform insights
- Upgrade intelligence
- Deployment automation

2. Signature Select - Designed for mission-critical deployments. Signature Select Support Services include all Premium Success features, plus proactive Support Services for mission-critical deployments. Recommended for large-scale enterprises where performance and latency are key

considerations, the program is designed for strategic customers with significant deployments aiming for faster value and business outcomes.

Key service options:

- Global 24x7 support — for all incidents
- Proactive support features
- Informatica Success Center and Master Pass
- Prioritized emergency bug fixes
- Emergency response team — dedicated team for business impacting incidents
- Value accelerators
- Personalized outcome-based success plans
- Key event management
- Business impact prioritization

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 and the latest Global Customer Support Guide is here: https://knowledge.informatica.com/s/article/DOC-3015?language=en_US

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.

Financial Recompense Model for not Meeting Service Levels

Service Credits are available – see Service Constraints above for further details.

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:

- Enable access to trusted data for AI & analytics
- Modernisation to a new Cloud Data Warehouse and/or Data Lake / Lakehouse architecture
- Improve Customer Experience / better citizen outcomes and experience using actionable insights
- Implement data mesh and data products approach to support self-service / data democratisation initiatives
- 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

- Professional Services
- Technical Sales & Specialists
- Product Management
- 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. Contact Us

Gcloud@agile.co.uk

www.agile.co.uk

THE CONTENT OF THIS DOCUMENT IS FOR INFORMATIONAL PURPOSES ONLY AND A CUSTOMER'S RIGHTS AND REMEDIES ARE GOVERNED EXCLUSIVELY BY THE G-CLOUD CALL-OFF CONTRACT AND SUPPLIER TERMS. ANY RESPONSE TIMES OR CUSTOMER OUTCOMES STATED HEREIN ARE INDICATIVE ONLY.