Informatica™

G-Cloud 10

Service Definition

Informatica Cloud Services iPaaS

Informatica

Lot 2 Cloud Software

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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 enable the core processes of Data Quality, Mastering and Data Distribution to be managed effectively across an organisation.

In our 25 years of experience, successfully and efficiently satisfying regulatory demands, we recognise risk and compliance professionals need access to complete, consistent, trusted, and auditable data. In the past, companies have focused heavily on people and processes versus investing in capable software solutions to address key gaps in data quality, reference data, data lineage, and in managing common business definitions.

With Informatica, you can execute effective data governance processes from data quality, to business definitions and glossaries, to data lineage audit requirements, as well as data retention policies for regulatory needs. Informatica's data governance solution is to provide a comprehensive intelligent data management platform that can be delivered with the greatest efficiency and minimum levels of risk.

Informatica has been the market-share leader in the Cloud Integration (iPaaS) arena for a number of years according to Gartner (see latest figures released March 2016 below) and in March 2017 was given the accolade as the overall 'leader' in the Gartner iPaaS Magic Quadrant.

Table 1. iPaaS Market Share by Revenue, Worldwide, 2014 and 2015 (Millions of Dollars)

2014 Rank	2015 Rank	Rank Change	Company	2014 Revenue	2015 Revenue	2014-2015 Growth (%)	2015 Market Share (%)
1	1	-	Informatica	60.7	91.0	50.0	22.0
2	2	-	Dell Boomi	39.6	61.6	55.7	14.9
3	3	-	MuleSoft	25.7	39.2	52.3	9.5
4	4	-	SnapLogic	11.5	25.3	120.0	6.1
5	5	-	Jitterbit	8.0	14.7	84.0	3.6
8	6	+2	SAP	5.9	12.2	108.5	3.0
7	7	-	Microsoft	6.9	11.1	61.5	2.7
6	8	-2	IBM	6.9	7.9	13.6	1.9
9	9	-	Fujitsu	5.5	7.2	32.2	1.7
12	10	+2	Oracle	1.3	5.4	308.7	1.3
-	-		Other Vendors	95.1	138.3	45.4	33.4
-	-	-	**Total**	**267.1**	**414.0**	**55.0**	**100.0**

Note: Numbers may not add up to totals shown because of rounding.

Source: Gartner (June 2016)

Overview of the G-Cloud Service

Informatica Cloud's platform provides the ability to move and migrate existing enterprise business applications to public and private cloud solutions as well as allowing for continued co-existence with on-premises applications and systems. Informatica's iPaaS supports on-going co-existence integration needs as businesses shift some or all applications to cloud solutions over time.

Our platform, which can be adopted incrementally or implemented in whole based on need, helps manage:

- Data Distribution – it distributes data so that it is available to the application that consumes it
- Data Propagation – it replicates and processes data feeds
- Data Services – it exposes data as a service
- Data Quality – it ensures clean and trustworthy data
- Data Security – it masks sensitive production data from unauthorized access
- Event Discovery – it gleans events from data sources
- Event Processing – it reacts to events as they are discovered or take place
- Provides, Consumes, and Orchestrates Data and Business Services – it integrates applications and systems in real time using service---based API interaction

- Process Integration and Management – it executes within a diverse hybrid environment and integrates loosely---coupled application and business processes

Informatica Cloud is a comprehensive hybrid integration platform that lets lines of businesses address their cloud, hybrid and data management integration needs. Starting with data integration in 2007, Informatica has offered targeted integration for applications and has gradually enhanced its platform to where it is the most complete and comprehensive available today.

Integration Capabilities

Informatica's integration capabilities let you address your application and data integration needs using a variety of integration patterns:

- API creation and consumption
- Service orchestration (request/response or straight through processing)
- Process automation and integration (including long---running business processes requiring asynchronous responses)
- Message---based integration (publish/subscribe)
- B2B integration
- Data synchronization and replication
- Managed file transfer
- Bulk and batch data integration, and transformations
- Handling of structured and unstructured data

Data Management Capabilities

Data management offerings that complement cloud integration include:

- Data quality
- Address verification
- Master data management
- Test data management
- Application archiving

The Informatica Integration Platform as a Service (iPaaS) consists of the following high-level capabilities:

Platform Services

Integration Services

API Framework

Security

Administration

Success

Stories Resources

Image 1: Logical components in an iPaaS Solution.

Platform Services: Informatica Cloud iPaaS provides Unified data and application integration which can be leveraged across a variety of use cases, be it cloud data warehousing for analytics, or inter-cloud business processes. It lets you:

- Bi---directionally synchronize all key objects from cloud and on---premise apps
- Replicate cloud app data, regardless of data volumes or frequency of data changes
- Automate complex business processes that often require a sequence of real-time data calls
- Minimize the risk of potential test data breaches while delivering significant cost avoidance with integrated test data subset capabilities
- Run processes more efficiently with standardization on country ISO codes, prevent duplicates at entry, and track and merge existing duplicates
- Connect to complex XML data sources, industry formats such as SWIFT, HL7, and EDI, and unstructured documents
- Perform EDI B2B message exchanges between customers and partners

Integration Services: Informatica Cloud iPaaS provides both batch and event based application integration which enables business processes spanning different cloud and on-premise applications by integrating live operational data in real time. Deliver business data in context to the right user, at the right time across any device and make your business more agile and efficient. This can be deployed in a traditional point to-point integration mechanism, or a more modern hub-spoke, integration-hub style.

API Framework: Informatica Cloud iPaaS provides a complete API framework to define, create, and consume APIs for both batch and event based application integration needs. Utilize Informatica Cloud's REST APIs to embed integration functionality directly into your app's UI and abstract away integration complexity for your end users.

Security: Informatica Cloud iPaaS provides robust cloud security. Informatica iPaaS maintains compliance with the most sensitive regulations. It supports standard 128---bit SSL Internet security when processing integration jobs and disables all unnecessary ports and services. All operating

systems, servers, routers, firewalls, and databases are patched with the most current security releases, and database servers are not accessible through the public Internet. In addition, network segmentation through firewalls is performed to ensure infrastructure access security, while load balancer and firewall policies limit the type of access allowed to each of these network segments. Compliance with SSAE16, ISO---27001, PCI, and Salesforce.com AppExchange certifications is maintained.

http://trust.informaticacloud.com/security is the Informatica Cloud community's home for real---time information on the system performance, reliability and security. On this site you will find:

- Live data on system availability
- Current and historical information on system performance

Engineered with paramount concern for your data integrity and data security, Informatica Cloud is designed for minimal intrusion into your system. Your data is not hosted or stored in Informatica's data center. In fact, data does not leave your system or cross your firewall until your Informatica Cloud users order it to move between approved cloud and/or on---premise applications, database and file endpoints.

Administration: Informatica Cloud iPaaS provides Robust administration. Informatica Cloud is also certified as Skyhigh Enterprise---Ready. Skyhigh Enterprise---Ready cloud services fully satisfy the most stringent requirements for data protection, identity verification, service security, business practices, and legal protection. Up---to---date operational status of Informatica Cloud can be found on the Cloud Trust website. Admins can also easily provision and centrally manage multiple Informatica Cloud accounts within their organization, including multiple production and sandbox accounts, as well as managing users involved in different projects. For added productivity, admins can use their iOS, or Android device to securely check the status of integration jobs or monitor Informatica Cloud usage and troubleshoot or schedule data integration tasks on the fly.

Informatica Cloud Connector Toolkit

- This provides a set of application programming interface (API) components that allows you to extend the capability of Informatica Cloud. With the Informatica Cloud Connector Toolkit, you can develop Informatica Cloud Connectors to read from or write to endpoints that are not yet natively supported in Informatica Cloud. A connector can include the following functionality:
- Read data from an endpoint. You can develop a connector to read data as a source or lookup.
- Write data to an endpoint. You can develop a connector to write data to a target.
- Write data to an endpoint in midstream. You can develop a connector to write data to a target in the middle of a data flow and return requested data to the data flow for additional processing.

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, Data Restoration and Disaster Recovery

Data Back-up and Restoration:

- Within the iPAAS data remains within the source and target database and is not migrated outside of the organization. In this way Informatica assumes that corporate---level backup and restore policies protect these data sources and in the case of cloud---based SaaS the vendors providing these data sources will maintain these in compliance with the government agency.
- The Informatica Cloud repository stores metadata—such as mappings, application connection information, and transformation rules and a backup of the system metadata is held by the Informatica Cloud for 28 days.
-

Data Processing & Storage Location:

Data is either maintained within the customers' on---premise data sources or externally with a SaaS Vendor no data is moved outside of these locations. Customers that leverage the Informatica Cloud Real Time Option are provided with the ability to deploy processes to Informatica Cloud as well as on premise using the secure agent. The Informatica Process Server used by Informatica Cloud Real Time Service is deployed on AWS. Security is provided at two levels;

First Level employs 3 independent volumes in EBS storage for the database file system and also uses software Raid0 (Stripe). This method prevents reconstruction of data.

The second layer use encryption of striped volume uses dm_crypt and employs a 256---bit random key using the AES---CDB---ESSIV:SHA256 cipher to encrypt data at rest.

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Data restoration/service migration:

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 --- scheduled maintenance windows are 12:00 – 04:00 am. UK Time. 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. The Informatica Quality Assurance (QA) group will verify all code check in. The code is certified as a release to operations build. Software is delivered to the staging site (which is a replica of the production environment). Then QA performs infrastructure, networking, and functional testing for at least 48 hours. After successful testing, the software migrates to the production environment, with full rollback procedures. The

Informatica operations group communicates to the customer base throughout the process. Updates to the Secure Agent are also managed from the cloud. The stateless nature of the Informatica Cloud Secure Agent means that it can be replaced/upgraded at any time, without disrupting operations. The Secure Agent checks for upgrades during the polling process. Available updates are then automatically downloaded and installed.

Privacy by Design

Informatica's software solutions are designed with privacy in mind. You will find granular role based security permissions throughout all of 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.

So, we listened to our customers' needs have announced the new **data privacy and protection solution**, including Secure@Source with Persistent and Dynamic Masking, offering a comprehensive suite of solutions to help customers discover sensitive data, identify data movement, analyse risk across all data in the enterprise, and protect the data as needed.

A data-centric approach combined with AI and machine learning effectively safeguards the privacy and protection of sensitive data. Using this approach, we have helped our customers to fuel their data privacy and protection initiatives, drive regulatory compliance and solidify customer trust.

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 Procurement.

Once an order is received via the G---Cloud procurement service Informatica will engage with the customer contact to ensure that the appropriate connectors, functions ,training and services available to the customer have been identified. Once this activity has been completed the customer will receive an Exhibit A listing the individual components of the service which they will need to sign and return back with a purchase order. Once these are received the Informatica Order Processing team will process and provide access to the customer environment on Informatica Cloud. In addition, once the order has been processed the Service team will engage to ensure a successful delivery.

Availability of Trial Service

Where appropriate a 30 day trial is available which provides the following functionality. Import, export, synchronize 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.

Onboarding

The solution can run either on a

- Fully Hosted Environment ,
- Third Party Cloud Provider
- Privately Hosted

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 .

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 Centers, 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 also provides access to best practice documents.
- Informatica Global Education Services also offers public courses for all of 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 Centers 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.

Service Management

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

Service Levels

Three levels of support are provided:

- Standard Support --- entry level support program and is included with the subscription charges. Standard Support provides access to a wealth of on---line content including Support Forums, Knowledgebase and access to support engineers through email or Informatica's Support Portal.
- Enterprise Support --- tailored for medium to large business enterprises providing access to Informatica GCS staff globally, 24 hours, 7 days per week for P1 issues to mitigate against potential project risks.
- In addition to the service provided with Standard support, Enterprise support provides comprehensive value bundling our most sought after service offerings.
- Mission Critical support --- designed for customers with multiple projects in a hybrid environment where latency and performance are key factors for success.

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

Each SR (Service Request) is assigned a priority and a severity. The priority levels are as follows:

Priority Description

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

Customers with Enterprise or Mission Critical Support are provided the additional benefit of an ongoing response service level agreement, providing customers with a guaranteed timely update to their issues:

- Priority 1 --- Update provided at least every 2 Hours
- Priority 2 --- Update provided at least every 8 Hours
- Priority 3 --- Update provided at least every 12 Hours.

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 LEVEL AGREEMENT (SLA

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.

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

Component 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/docs/DOC-17470

Browser	Internet Explorer version 8.x or 9.x or higher Google Chrome version 35 or higher Mozilla Firefox (64 bit) Version 29
Secure Agent	One of the following operating systems:--- Microsoft Windows versions:--- Windows 7 (32---bit or 64---bit)--- Windows XP Pro SP2 or SP3 (32---bit)--- Windows 2008 R2 (32---bit or 64---bit)--- Linux (32---bit or 64---bit) with following configuration: The Red Hat Enterprise Linux version 6.x and above SUSE Linux Enterprise version 11.0 and above 500 MB disk space. Access to the web server that runs the Informatica Cloud application. Network connectivity or internet access to sources and targets.

Termination Process

Extract from the cloud agreement:
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 unauthorized 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

Case Studies

Results:

JLL are utilizing Informatica's iPaaS platform to enable them to transform into a digital business. The Cloud Integration solution underpins the business strategy to pursue a cloud first policy. JLL connect to various cloud applications. By using Informatica's iPaaS platform, they can do so significantly quicker than using an on-premise technology – using 'out of the box' connectors to standard applications and using various web-service connectivity options.

Results:

Integrated more than 50 other systems with Salesforce, including an Oracle data warehouse, multiple flat files from e-commerce sites and booking data from numerous reservation systems Cleansed and rationalized the multiple versions of the truth to create a trusted CRM environment Implemented a data management solution that needed to be cloud-based and flexible enough to accommodate 500 plus users, and all their different views. Delivered an aggressive deadline that required a tried-and-tested solution that worked seamlessly.

Results:

MISYS FINANCIAL SOFTWARE

Developed a comprehensive, end-to-end data integration approach to more efficiently deliver business services, consolidate processes and support systems that were previously held in silos. Migrate to the cloud to consolidate activity due to ongoing company acquisitions. Integrated Saleforce.com with Marketo to provide transparency within the lead-to deal conversion and tracking process.

Clients

Informatica has helped more than 9,000 customers over the past 25 years unleash the power of data. As a privately traded company, we do not disclose our number of customers by vertical or by region but you can see a sampling of our public sector customers along with details about their successes on http://www.informatica.com

Contact Details

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