

# Business Critical Success Plan

*Strategic services to drive business outcomes*

## Key Benefits

- ✓ 2X faster response times
- ✓ Direct access to subject matter experts
- ✓ On-Demand live assistance
- ✓ Sunset version support
- ✓ Assigned success manager acting as your champion within Informatica

## Prerequisites

- ✓ **Support Level**  
Enterprise  
Mission critical
- ✓ **Products**  
PowerCenter  
Data Quality  
Master Data  
Management(MDM)

## Learn More

For more details on pricing and what is included in the offering, email [dlicare@informatica.com](mailto:dlicare@informatica.com)

## Overview

Business Critical Success Plan is a premium service offering designed for customers who are expecting solutions that address ever evolving business problems, insisting on faster realization of value and flawless implementations that maximize return on their Informatica investments. The services included as part of this offering is to ensure that customer protect themselves against costly system downtimes, have assets to help realize business value and accelerate product adoption.

## Key Service Offerings

BCSP offering is available for customers using Informatica solutions in an enterprise or mission critical environment. The following are the key service components included in the offering-

- **2X faster response times** - Benefit from accelerated initial response commitments. The offering includes response targets twice faster than regular support offerings.
- **Direct Access to subject matter experts** – Gain priority access to our expert engineers with the highest level of technical expertise to meet critical demands of your production environment.
- **On Demand live assistance** – Get live assistance from an engineer when you need it, through a WebEx to expedite issue resolution.
- **Project Success Bundle** – Project success bundle is a set of key advisory & monitoring services touching every phase of your project lifecycle. Services include
  - *Installation, Implementation & Upgrade services*  
Our team of assigned success architects will proactively track your installations, upgrades and implementations, provide environment specific recommendations and best practices. The services are designed to accelerate adoption and minimize any risk of post go-live issues.
  - *Go-live Assistance*  
Proactive, collaborative service by an expert familiar with your environment to reduce risk of issues during a critical phase of a project.
- **Assigned Success Manager** – Gain a champion within Informatica who understands your business needs and is intimately familiar with your environment. A named expert designated for you, helping orchestrate delivery of proactive services included in the success bundle
- **Sunset Version Support** - Extended support for an end of life product version for 12 months. This service is intended to give you valuable time to plan your upgrade while having the assurance that if something unexpected occurs, experts are available to assist you.