Q4 Company

Informatica Earns an "Outstanding Customer Service Experience" by J.D. Power Under its Certified Assisted Technical Support Program for the Third Consecutive Year

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Certification underpins Informatica's commitment to deliver best-in-class services and experiences across its customer and partner ecosystems

REDWOOD CITY, Calif.--(BUSINESS WIRE)-- Informatica (NYSE: INFA), an AI-powered enterprise cloud data management leader, has again been recognized by J.D. Power for exceptional customer service under its Certified Assisted Technical Support Program. This is the third consecutive year Informatica earned the certification and met the current software benchmark for customer satisfaction excellence. The certification needs to be renewed annually through a robust audit process.

"The certification is designed to be very, very challenging, so when J.D. Power says that a brand delivers outstanding service, the world can have confidence that the organization really will deliver a consistently outstanding experience," said Mark Miller, Practice Leader for Customer Service Advisory at J.D. Power. "Informatica earning this distinction for three consecutive years speaks volumes to its commitment to service excellence and we are proud to recognize this great company for taking such wonderful care of their customers."

The Certified Technology Service and Support Program and the Certified Assisted Technical Support Program evaluate overall customer satisfaction and operational standards and help technology-support organizations increase their effectiveness. Additionally, the certification aids businesses in identifying technology providers that demonstrate outstanding service and support.

Organizations must attain customer satisfaction scores above the top 20% of enterprise software support performance in North America to become certified and maintain certification. J.D. Power surveys customers about their technology service and support experience and deploys a team of experts to conduct comprehensive evaluations of the service organization against proven best practices.

- The successful deployment of Informatica's **signature select offerings** helped deliver a best-in-class integrated engagement model for customers to accelerate their digital transformation.
- Informatica added a support experience platform that helped gather insights from customer interactions, which aided support teams in providing personalized and timely assistance to all customers.
- Informatica also launched a product **experience lounge** with over 100 use cases to enable customers to familiarize themselves with the capabilities of the Intelligent Data Management Cloud™ platform.

Informatica is committed to innovating and launching new initiatives to enhance best-in-class customer experience and accelerate business outcomes. We aren't simply customer-focused; we are customer-obsessed, and the mindset is consistent across all customer touchpoints, said Ansa Sekharan, Chief Customer Officer at Informatica. "The feedback we received and the best practices we instilled over the years have created an avant-garde customer support team. Our third consecutive J.D. Power certification is a testament to the exceptional talent and dedication that permeates every facet of our organization."

Informatica was also recently named a finalist in three categories for the 2023 STAR Awards from the Technology & Services Industry Association (TSIA), and won in the Innovation and Customer Portals category. Last year, Informatica earned a place in the "Hall of Fame," one of the highest honors in the technology and services industry.

About Informatica

Informatica (NYSE: INFA), an Enterprise Cloud Data Management leader, brings data and AI to life by empowering businesses to realize 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 virtually any multi-cloud or hybrid system, democratizing data and enabling enterprises to modernize and advance their business strategies. Customers in more than 100 countries, including 85 of the Fortune 100, rely on Informatica to drive data-led digital transformation. Informatica. Where data and AI come to life.

*J.D. Power 2023 Certified Assistance and Technical Support Program recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions for its technology service and support operations. For more information, visit**www.jdpower.com/business/certified-technical-support-services**.

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