## nClouds | AWS Case Studies
# Informatica

## About Informatica

Informatica enables companies to unleash the power of data to fuel innovation, become more agile and realize new growth opportunities, resulting in intelligent market disruptions. With over 7,000 customers worldwide, Informatica is the trusted leader in enterprise cloud data management. They have received many awards for their next-generation iPaaS Intelligent Cloud Services, that enable organizations to drive new business value and deliver a comprehensive view of the customer. For more information, visit www.informatica.com.

## Benefits Summary

| Faster provisioning | Improved end-customer experience for migration speed & onboarding | Disaster recovery | Improved sales velocity, increased customer adoption, and account expansion |
|---|---|---|---|

### CHALLENGE

## Solving sales velocity and customer experience challenges for Informatica's Master Data Management (MDM) solution

For over 20 years, Informatica has supported business growth with capabilities such as data quality, master data management, cloud data integration, data security, and data archiving. Their Intelligent Data Platform is a powerful combination of metadata intelligence and artificial intelligence, fully integrated across all aspects of data management.

MDM, one of the solutions provided by Informatica, was originally an on-premises application that Informatica customers installed and maintained within their organization. Then, Informatica started offering a cloud-based, fully-hosted version of this product in response to increased demand.

**Industry**

Enterprise cloud data management

**Location**

Redwood City, CA

**Challenge**

Solving sales velocity and customer experience challenges for Informatica's Master Data Management (MDM) solution.

**Featured Services**

Cloud migration, full-stack monitoring, 24x7 support

> "We worked with the nClouds team to migrate our data management solution to the cloud. What's more important is the tremendous collaboration nClouds facilitated between our ops and engineering teams. They supported the migration to AWS, covered security, disaster recovery, and during roll-out, 24x7 support with 10-minute SLA."

**Anirudh Patel, Senior Manager R&D, Informatica**

Before working with nClouds, it typically took two-plus months to onboard new customers. This created challenges for the company, including:

- Sub-par customer experience
- Reduced sales velocity
- Slow account expansion

To address those issues, Informatica began exploring solutions that would enable them to provision multi-tenant applications on AWS within hours.

# Why AWS and nClouds

Informatica worked with nClouds, a Premier Consulting Partner in the AWS Partner Network, to help re-architect its infrastructure. Based on Informatica's requirements, nClouds developed a cloud migration strategy, using AWS services and tools such as Chef and HashiCorp's Terraform and Packer as pillars.

nClouds designed a streamlined architecture to enable the management of multiple single-tenant environments in the same AWS account. This new architecture replaced the original single-tenant MDM solution Informatica hosted for their customers in the cloud.

nClouds also implemented AWS-based solutions to support use-cases such as on-premises network connectivity and data transfer with on-premises databases. By implementing the new hosted MDM solution, Informatica was able to provision new standardized environments within hours.

aws partner network

Premier
Consulting
Partner

DevOps Competency
Marketplace Seller
Migration Competency
MSP Partner
Well-Architected Partner

## Informatica's new infrastructure leverages several Amazon Web Services:

- **Amazon RDS** - Enables Informatica to set up, operate, and scale a relational database in the cloud, and automate time-consuming administration tasks such as hardware provisioning, database setup, patching, and backups.
- **Amazon EC2** - Gives Informatica complete control of their computing resources and lets them obtain and boot new server instances in minutes.
- **Amazon S3** - Allows Informatica to simply and securely collect, store, and analyze their data at a massive scale while conforming to even the most stringent regulatory requirements.
- **AWS Elastic Load Balancing** - Automatically distributes Informatica's incoming application traffic across multiple Amazon EC2 instances, containers, and IP addresses.
- **AWS Route53** - A scalable and highly available Domain Name System (DNS) for routing Informatica users to various AWS services.
- **Amazon CloudWatch** - Allows Informatica to monitor the usage of resources.

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- **HashiCorp Terraform** - Used to codify Informatica's APIs into declarative configuration files that can be shared amongst team members, treated as code, edited, reviewed, and versioned.
- **HashiCorp Packer** - Enables Informatica to create identical machine images for multiple platforms from a single source configuration.
- **Chef** - Turns Informatica's infrastructure into code.
- **Sensu** - Monitors Informatica's servers, services, application health, and business KPIs.
- **Panopta** - Advanced infrastructure monitoring platform to monitor Informatica's network, servers, and applications.
- **OpsGenie** - Streamlines Informatica's alerts and incident resolution processes.

# nClouds Solutions Architecture for Informatica

Working with nClouds helped Informatica create a new architecture to provision multi-tenant apps on AWS within hours. nClouds provides Informatica with full-stack monitoring across their entire environment, in addition to 24x7 support. A disaster recovery solution was also developed to enable fast recovery of critical data in the event of a breach.

**HOSTED MDM ARCHITECTURE**
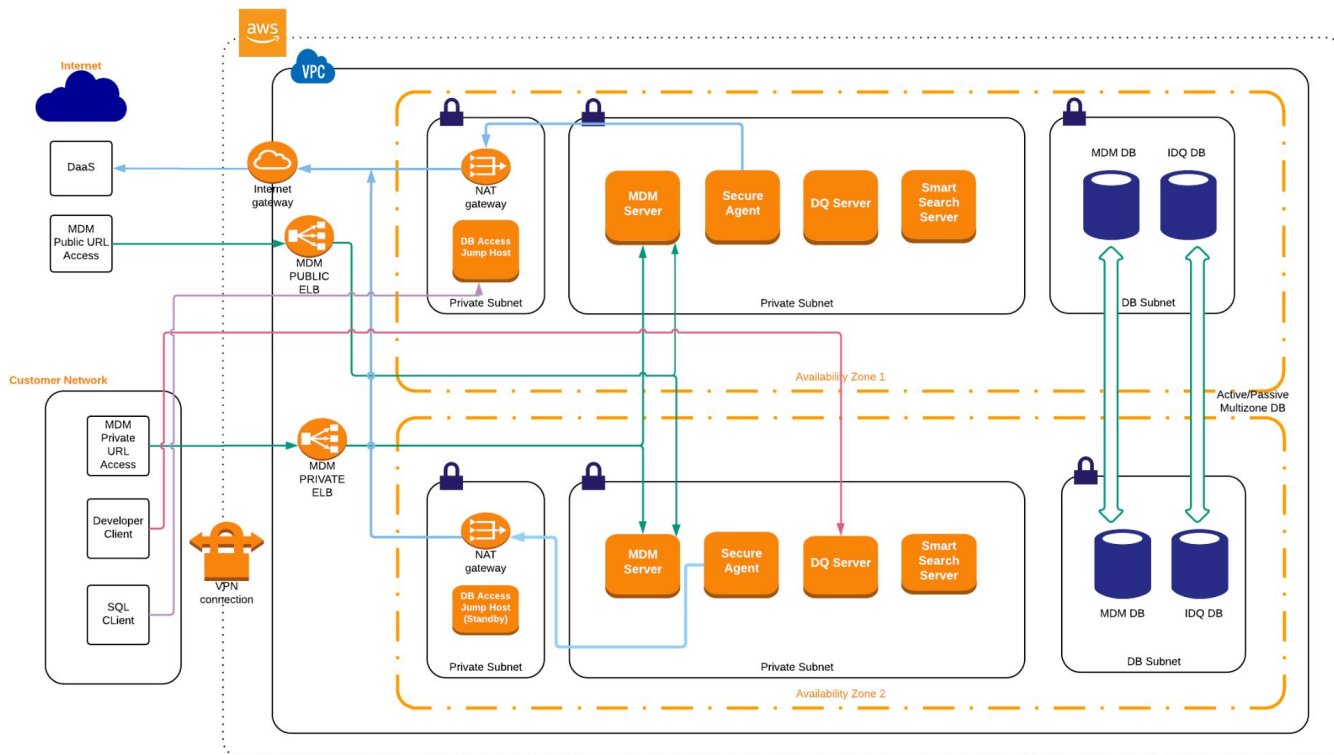


# The Benefits

Working with nClouds, Informatica moved from a single-tenant application to a highly-adaptable, scalable,
and effective multi-tenant architecture in the cloud. The project has yielded numerous benefits:

### Faster provisioning.

In the past, it took Informatica one month to provision a new environment. Today, it takes about 6-8 hours.

### Improved end-customer experience for migration speed & onboarding.

During the initial roll-out, nClouds worked directly with end customers to solve infrastructure issues with a 10-minute SLA.

### Disaster recovery.

Informatica's new disaster recovery solution provides faster recovery of critical IT systems and data without incurring the
expense of a second physical backup site.

### Improved sales velocity, increased customer adoption, and account expansion.

Informatica's new architecture has allowed them to scale their new cloud solution using custom automation. The new
architecture streamlines AWS resource accounting to enable Informatica to correct chargeback of resources and reduce waste.

## About nClouds

nClouds is a certified, award-winning provider of AWS and DevOps consulting and implementation services. We partner with our customers, as extensions of their teams, to
build and manage modern infrastructure solutions that deliver innovation faster. We leap beyond the status quo.

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