

The Information Builders Cloud Journey

Comprehensive On-Boarding to Ensure Your Success

The Information Builders (IB) Cloud is a single-vendor business intelligence (BI), analytics, and data management solution that provides software, on-boarding, account management, cloud managed services, and customer support services – all on Amazon Web Services (AWS), the leading cloud vendor. With the IB Cloud, organizations can significantly reduce IT capital expenditures and operational costs, while improving performance and scalable capacity, reducing risk, and accelerating the development and deployment of data-driven applications.

As part of our on-boarding process, we'll help you:

- **Find the right IB Cloud bundle to meet your requirements.** An Information Builders' representative can help you determine your needs and choose the right IB Cloud bundle
- **Take you through the cloud journey.** We will conduct a thorough needs assessment to appropriately configure and set up your environment. The journey continues with provisioning, establishing database connections, and testing – all the way through customer support, education, and user adoption
- **Support you through Cloud Managed Services.** Once you're up and running, you can take advantage of a complete suite of cloud managed services to keep things running smoothly and efficiently

Which Bundle is Right for You?

WebFOCUS Total Access Cloud – This comprehensive collection of components delivers an all-in BI and analytics platform with end-to-end cloud managed hosting services and cloud support services – on AWS. Virtually all the features and components of WebFOCUS are turned on and available for use with App Studio, Esri, Hyperstage, and iWay DataMigrator.

Information Builders provides the industry's most scalable software solutions for data management and analytics. With one smart platform for integration, data quality, and analytics, we help companies manage their data, generate insights, take action, and deliver impact.

Omni-Gen™ Total Access Integration Edition – Enables the development, execution, and governance of integration flows linking on-premises and cloud-based processes, services, applications, and data structures, allowing users to access, profile, and integrate data regardless of latency requirements or source type.

Omni-Gen™ Total Access Data Quality Edition – Combines data integration with technologies for profiling, cleansing, and enriching data to ensure accessibility, consistency, accuracy, and timeliness.

Omni-Gen™ for Customer – Information from assorted systems, external lists, cloud, and on-premises data is consolidated into a single, 360-degree view of every customer. Employees can tap into this data to make smarter decisions that enhance the customer experience.

Omni-Gen™ for Supplier – Information from assorted systems, external lists, cloud, and on-premises data is consolidated into a single, 360-degree view of every supplier. This data can be leveraged to enhance supply-chain visibility and operations.

IB Cloud Enterprise – Specific configurations of our BI and data management offerings are available as AWS-based cloud solutions, via monthly subscription price models. This approach lets you select the software components you require, and your preferred configuration for the AWS cloud (for example, number of cores, Windows/Linux, etc.).

If a bundle doesn't fit your requirements, we've got a la carte configurations that will allow you to select the exact components you need.

Needs Assessment

We are committed to equipping you with the right cloud environment. To ensure the best fit, we start with an assessment of sizing, data considerations, and architectural recommendations, conducted by some of the experts on our Advanced Technology Services (ATS) team. Details like where your data should reside will be discussed to determine the appropriate configurations.

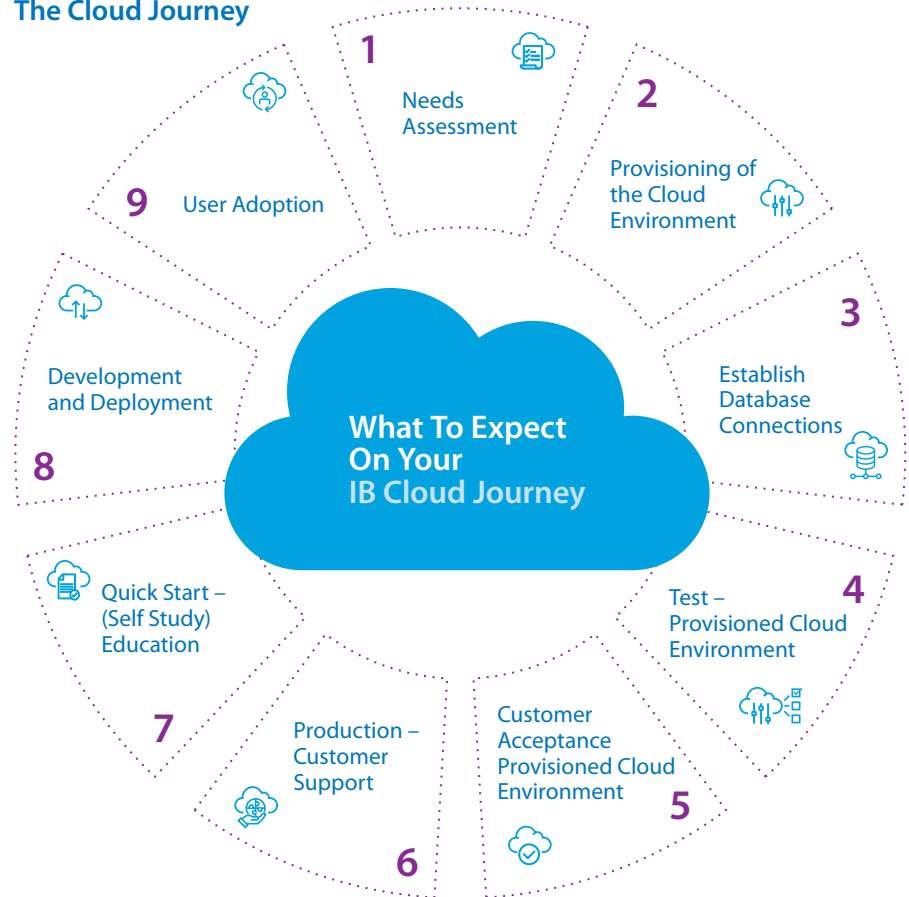
Provisioning of the Baseline Cloud Environment

Once the appropriate bundle has been selected and the assessment is complete, we'll perform a baseline provisioning of cloud services. This will occur within two business days.

Pure Cloud

- Data is located in the cloud
- WebFOCUS operates in the cloud
- All IT operations and costs are offloaded to the cloud
- Works best for new projects
- Development can occur 100 percent in the cloud or from desktop-based App Studio

The Cloud Journey



Hybrid

- Data is located on-premises
- WebFOCUS operates in the cloud
- Data is accessed in-place
- Existing database design and security are preserved
- Extract, transform, and load (ETL) process not needed to move data to the cloud

Federated Hybrid

- WebFOCUS operates both in the cloud and on-premises
- Processing of complex data operations is managed by the WebFOCUS Reporting Server on-premises
- Network traffic between the cloud and on-premises systems is optimized

We'll also work closely with you to define the best database strategy, based on the data recommendations made during the initial assessment. If you have existing third-party DBMS licenses, you can BYOL or re-license them with IB Cloud on AWS. Alternatively, you can retire your third-party DBMS licenses and use PostgreSQL.

Additionally, you can choose to modernize your environment by taking advantage of our ability to work seamlessly with Amazon services, such as RedShift, relational database services, S3, and Aurora.

Establish Database Connections

Our support team creates the required VPN/VPC connections for your database(s) on the AWS side, and provides a configuration file for the networking device. Your network administrators create the VPN/VPC connections on your side based on the provided configuration file. If there are any issues, the team will work with your network administrators to troubleshoot and test, until the VPN/VPC connections are established as required.

Testing Information Builders' Cloud-Provisioned Environment

After the cloud environment is provisioned and database connections are established, Information Builders Cloud Support tests and validates the environment with you. Adjustments on the AWS side can be made at this point if required.

Customer Acceptance of Information Builders' Cloud-Provisioned Environment

Information Builders Cloud Support creates a sign-off document, which certifies that the initial on-boarding is complete. This document will include an architecture diagram of the environment, or a build book for the environment components. The document is signed by a member of Information Builders' account team and countersigned by you. This triggers the hand-off of your account from Information Builders Cloud Support to Information Builders Worldwide Customer Services. Information Builders Cloud Support will continue to provide assistance with any additional configuration as needed (eg., custom security implementation).

Production Customer Support

Comprehensive 7x24x365 support for your production environment is a critical component of our on-boarding process. An initial call to review the support process will get you familiar with standard support workflows. You'll be automatically identified as a cloud customer in our case management system to ensure that our staff can assist you appropriately whenever you need us.

Quick Start (Self-Study) Education

Getting you up and running rapidly is our goal. That's why we offer education packages as part of the on-boarding experience. Classes are designed to promote self-sufficiency through developer and user enablement, and include self-study accreditation programs for Designer and other tools.

Development and Deployment

Portals, dashboards, InfoApps™, or other applications can be developed and deployed in a variety of ways. You may have the skills to build it yourself, or you can use WebFOCUS Designer to seamlessly transform your content into infographics, dashboards, and other exciting visual displays. Additionally, our Professional Services Team is available to provide guidance and expert advice, or to develop your systems for you.

User Adoption

Finally, ongoing usage of our platform will be closely monitored. This will help promote user adoption by determining which enhancements or expansions may be required. Additionally, our Technical Support team will be collecting and acting on feedback they receive to ensure the cloud service we provide will best meet your users' needs.

Cloud Managed Services

The IB Cloud comes complete with numerous managed services, such as:

Cloud Infrastructure Logging, Monitoring, and Incident Management. IB Cloud Managed Services configures your managed environment for logging activity. Working in conjunction with the customer, IB Cloud Managed Services will define additional rules regarding CPU usage and other thresholds, monitor and investigate resulting alerts that are created whenever one or more conditions from applicable cloud infrastructure-related services are triggered. When a high severity alert is triggered, IB Cloud Managed Services will create a support case and proactively contact the customer regarding required steps to diagnose and resolve the condition. In the event that the condition is related to the customer's application or user behavior, the customer will ensure that appropriate resources are available to assist with the incident diagnosis and resolution. IB Cloud Managed Services responds to incidents and resolves incidents based on the incident priority. Incidents that are determined to be a risk to the security of the customer's cloud infrastructure and IB Cloud Managed Services will be proactively actioned. Premium Support Service Level Agreements (SLAs) for response time apply.

Continuity Management. IB Cloud Managed Services provides backups of the AWS and Information Builders software stack using standard, existing Amazon Elastic Block Store (EBS) and Relational Database Services (if applicable) snapshot functionality on a scheduled interval determined by Information Builders and the customer. Restore actions from specific snapshots can be performed by IB Cloud Managed Services as per the customer's Request for Change (RFC). Data changes that occur between snapshot intervals are the responsibility of the customer to backup. The customer may submit an RFC for backup/snapshot requests outside of scheduled intervals.

Security and Access Management. IB Cloud Managed Services provides security management services, such as configuring anti-malware protection, intrusion detection, and intrusion prevention systems. The solution also configures default AWS security capabilities, which will be approved by the customer during onboarding, such as Identity and Access Management (IAM) roles and EC2 security groups. Customers will manage their users through an approved directory service provided by the customer.

Patch Management. IB Cloud Managed Services applies and installs updates to EC2 instances for supported operating systems and infrastructure software pre-installed with supported operating systems. Customers choose a monthly one-hour maintenance window for IB Cloud Managed Services to perform maintenance activities, including patching activities. The solution will apply critical security updates outside of the selected

maintenance window. Patch Management is limited to the AWS stacks in the managed environment, including IB Cloud Managed Services-supported AWS services with patching capabilities. Information Builders software will be patched and upgraded in coordination and consultation with the customer and Professional Services. This patching and upgrade support does not include regression testing or remediation of application code.

Provisioning Management. IB Cloud Managed Services will provide Amazon Machine Images (AMIs) for customers that include the AWS infrastructure stack and Information Builders software.

Support Case Management. IB Cloud Managed Services will investigate problems, attempt to identify the root cause, and remediate them either with a workaround, or a permanent solution that prevents recurrence of similar future Incidents. Customers can report issues using the Information Builders Technical Support Center.

Ready to Start Your Journey to the Cloud?

Let us guide you on your journey to the cloud. Contact an Information Builders Professional today at 1 (800) 969-INFO, or e-mail us at askinfo@informationbuilders.com.

Find Out More



We can help you succeed. Talk to your local Information Builders representative to learn how. Visit us at informationbuilders.com, e-mail askinfo@informationbuilders.com, or call (800) 969-4636 in the U.S. and Canada. To improve your skills, visit education.ibi.com.

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