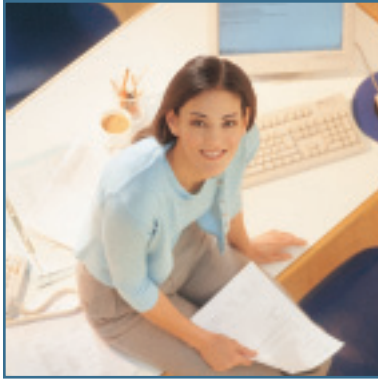# Business Critical Top Ten Differentiators

If you want your data warehouse to realize your vision, achieve unlimited business value and gain control of your enterprise, you need to ensure you have a support solution that grows with you removing boundaries.

Data warehousing is one component of your enterprise architecture – each requiring different hardware, software, and support to effectively perform its responsibility. Basic maintenance is all that is required for many components in the enterprise. The data warehouse in your analytical and decision-making environment needs an integrated support solution that allows better, and faster decisions with actionable information in the hands of the decisions makers at all hours around the globe with maximized availability.

Teradata Corporation's Business Critical support solution provides proactive, predictive and automated support in addition to the basic maintenance reactive services.

Teradata's Experience Eliminates Boundaries

1 Personalized System Management

Today's technologies are fast-changing and complex while becoming an integral part of your business. Business Critical support provides highly-skilled and experienced resources in supporting highly available data warehouses. Because resources are assigned to you, they understand your business needs while satisfying your support requirements.

2 In-Depth Relationships

Information is critical to avoiding and resolving problems. Your Business Critical assigned resources possess in-depth relationships throughout engineering and the service infrastructure worldwide. They leverage knowledge across the installed base and from those who architected the code, reducing the potential for errors as Business Critical support provides information when needed.

3 Single Point-of-Contact

Data warehouses are sold as a solution, services is a critical component of that solution. The Teradata Service Centers provide a single point-of-contact to provide solution support for all of your hardware and software needs with all incidents managed by your assigned support team.

4 Electronic Fault Notification

It is inevitable that problems will occur with your data warehouse over time. If the problem cannot be proactively prevented, you need a support solution that can expedite the problem resolution. Problems are resolved three hours faster with electronic fault notification allowing Teradata to quickly identify, diagnose, and resolve problems when they occur.

5 Proactive System Health Checks

The best way to resolve a problem is to prevent it before a fault occurs. System health checks provide proactive monitoring of your system, evaluating your data warehouse based on defined thresholds to maintain optimum performance, allowing you to avoid problems before they occur. Detailed reports assessing your system's state of health are evaluated by your Business Critical assigned resource. This allows Teradata to proactively fix the problem during your planned maintenance window, preventing unplanned system downtime.

6 Patch Management

The biggest difference between your decision support data warehouse and your traditional on-line transaction processing environment is maintaining a dynamic software-driven environment that is

TERADATA

Raising Intelligence

Business Critical Top Ten Differentiators

constantly exploring new areas through complex ad-hoc analysis and drill-down questions. As you explore newly-traveled territories of your data, Business Critical ensures that your software is updated with the latest changes, maintaining optimal productivity by making recommendations on updates for your environment based on your configuration.

7 Critical Patch Review

Teradata customers are always striving to push their data warehouses to the pinnacle of decision support. As critical issues are found in the user base around the world, Teradata may develop patches to fix these problems. Business Critical assigned resources monitor critical patches as they are developed – reviewing the detail behind the issue, using relationships with the engineers who architected the code all to define and recommend actions based on the level of risk to you.

8 Change Control Management

One of your most vulnerable opportunities for problems to occur is amidst change – why restrict your experience during change to what your team knows? Change Control Management leverages the insight and experiences of Teradata systems across the user base with Teradata's in-house technical experts combined with your Business Critical assigned support team to develop the best change control plans for your custom environment. Detailed and tested processes, understanding common problems that may occur, how to mitigate the risks, documented test plans, and back-out contingency plans virtually eliminate unnecessary and unplanned downtime when changes are implemented

9 Installation of Software Updates

Patch Management and Critical Patch Review keeps your software running at the recommended configuration. Keeping your software updated has two requisites – labor and experience. With your approval, Business Critical assigned resources will act on the software recommendations to develop the change control plans and install the updates providing both the labor and experience to get the software properly installed – at once – when you need it the most.

10 Service and Availability Reporting

Measuring the effectiveness of a support solution looks at performance of your service provider and the availability of your data warehouse. Business Critical provides you with detailed reports on the incidents that were opened and Teradata's response with custom availability reports that measure your data warehouse's planned and unplanned availability metric. Business Critical takes the reporting process to the next step. It is not enough to merely provide you the reports, Business Critical assigned resources provide in-depth review of these reports holistically with knowledge of your environment – looking for improvement opportunities and changes to avoid future problems.

Reaching the Horizon

In today's tough business terrain, you need to maintain your competitive edge. Teradata Customer Services is committed to providing support with technical excellence that allows you to stay ahead of the curve. Business Critical support focuses on proactively resolving your problems before they become issues, allowing your IT staff to focus on their core job functions freeing them to drive value for your business.

Business Critical Support – allowing you to unleash the power of Teradata. To learn more, visit **Teradata.com**.

TERADATA
Raising Intelligence