

Teradata ServiceConnect Offers

Added Flexibility for Uptime and Access

Maximizing system uptime and safeguarding accessibility to crucial and confidential data has never been more critical – or more challenging – for businesses everywhere. Although your Teradata system has been designed and built to deliver high availability right from the start, you still require a remote connection, that delivers efficient, proactive services to facilitate the highest levels of availability – that *you* control.

Every company's access and availability needs are different. That's why Teradata offers you the flexibility of two distinct choices of **Teradata® ServiceConnect™** – a secure industry-certified, high-speed remote connection that drives availability of your Teradata systems and connects you to our Global Support Center specialists 24x7 for quick problem resolution.

Maximize Your Technology Investment

Your data warehouse serves myriad missions. But none more vital than helping your organization build a competitive advantage. Now that your system is up and running, you face another crucial concern – maximizing availability and making sure you're getting the most from your technology investment. That's exactly what Teradata ServiceConnect offers.

So utilizing Teradata ServiceConnect remote support is a critical component of your overall support structure.

It's also important that you have remote connectivity capabilities between your

system that needs support and a Teradata Service Center. Why? Because that connection enables you to make maximum use of the power of the Teradata Proactive tools and because it facilitates faster resolutions. So utilizing Teradata ServiceConnect remote support is a critical component of your overall support structure.

The Power of Proactive Support

For Teradata customers, Teradata ServiceConnect:

- > Regularly collects asset data
- > Constantly monitors events
- > Identifies risk data patterns/trends
- > Detects fault alerts
 - Records fault events
 - Sends and tracks alert notifications

Best of all, it puts the power of proactive support right in your hands. That's because you can embed Teradata Vital Infrastructure proactive support software on each Teradata platform – at no additional cost. Historically, 62-70% of all incidents are discovered via Teradata Vital Infrastructure. The result? The average problem resolution time is significantly shorter.

ServiceConnect Enhanced Enhance and Safeguard Access to Crucial Data

Faced with heightened demands for data security, companies all too often have no way to set policies on exactly what remote service actions are allowed on their data warehouse systems. They need a solution

that lets them explicitly authorize specific remote activities and control which data can leave the system.

Teradata ServiceConnect™ Enhanced delivers that combination of control and flexibility plus more. It allows your authorized administrators to establish and enforce the security policy for your data warehouse. It also provides an array of permission settings that continuously govern crucial activity, including which kinds of data and files can be sent from the system. It even controls which activities can be conducted on it by Teradata, including handling remote diagnostics, sending software upgrades, retrieving files, and executing commands and scripts.

Across-the-Board Protection

Protected behind your firewall, Teradata ServiceConnect Enhanced lets you:

- > Establish and enforce device security and data privacy policies
- > Control your own policies on an as-needed basis
- > Grant or refuse requests individually or automatically
- > Track system activity locally

It also provides a range of built-in capabilities, including:

Checking Policies to Handle Action Requests

Policies consist of a group of permissions, each describing a controlled action (uploading a file, for example) and a consent setting (always, never, and ask) that is associated with that action.

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Accepting and Rejecting Action Requests Automatically

If the policy states that the permission is set to automatically accept, then Teradata ServiceConnect Enhanced accepts the action request. Conversely, if the permission has been configured to automatically deny, it simply rejects the action request and reports the rejection.

Handling Case-by-Case Action Requests

For actions that require case-by-case attention, the policy can be set to “ask.” For example, Teradata ServiceConnect Enhanced can send details via email to your administrator, who views the pending action requests by securely logging into the policy server. All activities are logged locally, including which users provided authorization at specific dates and times.

Defining Permissions with Policies

Policies have three levels of scope: global, model, and device. By managing at the global and model levels, your administrators can create and enforce security policies that apply to groups of devices. Alternatively, by managing at the device level, they can manage system-specific situations and can override global settings. Administrators can even configure which permissions can be overridden at lower levels. This means corporate policies will never be undermined, yet exceptions can still be accommodated.

Select Your Solution

Both Teradata ServiceConnect and Teradata ServiceConnect Enhanced offer a wide range of remote services. Select your solution based on your organization’s unique requirements.

Service	Teradata ServiceConnect™	Teradata ServiceConnect™ Enhanced
Secure Remote Support	x	x
Single Firewall Port Access	x	x
Outbound Based Connectivity	x	x
Remote Support Audit at User Level	x	x
User Based Security	x	x
Role Based Security	x	x
Customer Controlled Security		x
User Based Security Tied to Access Method	x	x
Role Based Security Tied to Access Method	x	x
Customer Controlled Audit at User Level		x
Customer Controlled Audit at User/Access Method Level		x
Customer Controlled Security Tied to Access Method		x

Employing Fault Tolerance for Reliability

In the event that Teradata ServiceConnect Enhanced becomes unavailable, your system will continue to automatically accept or deny actions based on the last known policy.

Controlling and Adding Actions

Teradata ServiceConnect Enhanced is designed with the future in mind. It dynamically creates the list of activities that can be managed and adds new actions into its configuration for control.

Examples of activities that can be controlled include:

- > Uploading and downloading files
- > Starting Teradata ServiceConnect sessions
- > Running scripts
- > Executing applications
- > Monitoring data continuously
- > Setting data item values
- > Setting ping rates
- > Synchronizing time

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Handling Time-Sensitive Actions

For time-sensitive actions, Teradata ServiceConnect Enhanced forwards an “ask” action request for processing. The action request includes an expiration period that ensures the request is automatically denied and logged after the set time period. Administrators can also accept an action request and specify a time period during which the action will be allowed. This enables remote service activity to proceed without requiring customer interaction for each new request.

Tracking Activity Privately

Teradata ServiceConnect Enhanced provides a local tamper proof audit trail that you control. This means you always have up-to-date and comprehensive knowledge of all activity. This viewable audit log is completely protected behind your firewall and promotes peace of mind by verifying the system manufacturer’s activities.

Why Teradata ServiceConnect?

Teradata is as committed to maintaining service levels and maximizing availability as you are. We’ve worked hard to provide an industry certified remote support connection that offers you the most secure solution available anywhere for your Teradata system.

FAQs

Have additional questions concerning security and accessibility? These FAQs may have the answers you’re looking for.

Q: Does Teradata have access to my data?

A: No, Teradata does not have access to data stored in the Teradata Database.

Q: Our IT and IS departments are opposed to having so many ports open on the VPN from any vendor...what else can be done?

A: Teradata ServiceConnect only requires one port, 443, to be open on your firewall.

Q: Is there any way to limit how Teradata CS can access other points in my network?

A: With ServiceConnect the connection initiates from the customers network. Access controls can be put into place with ServiceConnect Enhanced.

Q: My Security department has to know that we control the access to our system. How can we help gain approval by putting control in our hands?

A: Teradata Services can remove administration controls from the Teradata reps and provide detailed logging to the customer. Customers can now turn off access to individuals or a group of in the event of an issue. ServiceConnect Enhanced is required for this type of control and audit capabilities.

Q: Our IT staff may want to encrypt all transmissions or have the option to view text with intrusion detection systems – can you be flexible with the use of encryption?

A: Yes, Teradata can use either clear text data or fully encrypted data transmissions. However, the traffic from the Teradata system to the ServiceConnect enterprise located on the Teradata side of the VPN connection is always encrypted using SSL. This traffic can then go through your normal outbound web proxy.

Q: Can we access the auditing logs on the Teradata Enterprise side of the connection?

A: No. Teradata is committed to provide the highest security to our customers and only Teradata essential employees will have access to the Teradata Enterprise server on the Teradata side.

Q: Who at Teradata will have access to our systems through this environment?

A: Only people directly supporting the customer will have access to the ServiceConnect environment. These employees are required to use a two factor authentication using RSA hard tokens. In addition, Teradata employees must use a Teradata managed workstation, authenticate to the Teradata network and an RSA secured token and have the IP address/host name and credentials (root password) for a customer systems.

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And we're just as committed to assuring you receive the most value from your Teradata investment:

- > **No additional cost**
- > **Faster** – proactive support tool significantly faster than dial up connection
- > **Automatic** – threshold monitoring, trend analysis, and incident creation
- > **Proactive** – system learns and reacts when it recognizes a familiar event
- > **Customizable** – notification options include email or pager

But that's just the beginning of the built-in benefits the connection brings to you and your business. You also receive:

- > Improved Service Level Agreements (SLAs)
- > Alerts for operational issues
- > Remote software updates and support
- > System configuration information
- > Rapid responses to incidents
- > Enhanced call-home and proactive features

The Teradata ServiceConnect Difference

Customer Control

Teradata ServiceConnect adheres to your specific security requirements and practices; you retain the ability to turn the connection on or off, limit access, and control ports.

Higher Availability

Teradata ServiceConnect enables “Higher Availability & End User Access” by reducing unplanned downtime by more than three hours, speeding resolution time per incident by 41%, and increasing problem diagnosis 8-10 times over a dial-up connection.

For More Information

Contact your Teradata representative to find out more about which Teradata ServiceConnect option can best help you make the most of your data warehouse availability and maximize your technology investment so you can continue to grow your business.

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