Teradata Premier Appliance Support

Easing the Transition to Data Warehousing

When you invest in technology that your business relies upon to grow and thrive, it's essential that your maintenance and support service is ready when you need it. Teradata® Premier Appliance Support offers you that kind of reliability. Designed and available for the Teradata Data Warehouse Appliance, Data Mart Appliance, Extreme Data Appliance and Aster-MR Appliance, Premier Appliance Support is a reactive program that offers:

One Source Support: Integrated hardware and software support, a single support vendor for your entire data warehouse.

Knowledgeable Support Staff: Teradata Customer Service representatives average 15.2 years of data warehouse support expertise.

Proven Methodology: A data warehouse support blueprint to minimize outages.

Self Service Support Portal: An online resource tool for incident management, tech alerts, patches, product release information, and more.

Secure Remote Connectivity: Teradata ServiceConnect™ provides configuration changes, arming service personnel with information that is vital to solving incidents rapidly and keeping systems performing optimally.

Putting You in Control

Premier Appliance Support for your Data Warehouse Appliance is more than a maintenance service, it's a partnership that provides the tools and technology your staff needs to troubleshoot and solve most problems as they arise. With Premier Appliance Support, your team:

> Replaces most failed components on Customer Replaceable Parts.

> Tracks configuration and error logs.

In addition, Teradata Customer Services' service representatives – who average 15.2 years of data warehousing experience – provide fast problem resolution when you need it. Depending on the problem, we offer electronic downloads of software patches, or can dispatch a service representative to deliver on site support.

Choose Your Support Level

Each system, even within the same data center, has different support requirements. Teradata recognizes this and offers support options to meet your needs. With Premier Appliance Support 24x7, Teradata provides round-the-clock coverage for your critical service requests. Adding the Priority Service option gives you 24x7 coverage for all but your least critical issues and includes our fastest response times. For systems not needing round-the-clock coverage, Premier Appliance Support 9x5 provides service during business hours. Both Appliance Support 24x7 and 9x5 service levels offer 24x7 incident creation via Teradata @ Your

Service. Most Teradata Appliance platforms were designed to have some parts replacement performed by a customer's IT staff. While not complex, replacing parts may not be a good fit for your staff. By selecting Teradata Full Parts Replacement service, Teradata experts will perform the replacement of all parts in your system.

The Right Solution

Your IT team is under unprecedented pressure to ensure continuous availability for all systems. The combination of your staff's skills, the Data Warehouse Appliance platform, and the right maintenance and Premier Appliance support services from Teradata Customer Services enables you to meet these pressing demands. That's exactly what your growing business needs to meet whatever challenges come along in today's fast-paced global marketplace.

For More Information

To find out more about the support options for your Teradata and Aster Data Warehouse Appliance, contact your Teradata representative or visit **Teradata.com**.

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Teradata Premier Appliance Support

Service Feature	Premier Support			Coverage / Reponse Options					
				24x7 Priority Service			**9x5 M-F Business Hours**		
Incident Creation	• Teradata @ Your Service • Telephone (P1 only) • Auto Incident Creation (AIC)								
Coverage Hours • Remote, On-site (HW/SW) • FRO Implementation	**P1** 24x7	**P2** 9x5 9x5	**P3** 9x5	**P1** 24x7	**P2** 24x7 24x7	**P3** 9x5	**P1** 9x5	**P2** 9x5 9x5	**P3** 9x5
Response Times • Remote • On-Site	**P1** 2 hrs 4 hrs	**P2** NBD NBD	**P3** NBD NBD	**P1** 30 min 2 hrs	**P2** 30 min 4 hrs	**P3** 30 min 4 hrs	**P1** 9 hrs NBD	**P2** NBD NBD	**P3** NBD NBD
Parts Options • Parts On-Site	• Warehouse • Appliance								
• Repairs on Customer Replaceable (CR) Parts	• By Customer – free training • Full Parts Replacement								
Software Entitlement	• Access to SW updates								
Support Management	• Standard Support Card								
System Monitoring	• ServiceConnect • Storage Diagnostic Tools								

* NBD – Next Business Day

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