Teradata Critical System Management

High-Touch Proactive Services for the Hybrid Cloud

Every IT system has a set of actions necessary for the successful operation of the system that will also improve availability or at least minimize the risk of having a system down. In addition, these actions can ensure a satisfactory user experience. Like your other IT systems, a Teradata solution requires performing certain management activities that go beyond traditional "maintenance and support."

Teradata is focused on delivering high-impact business outcomes that accelerate time to value through proven intellectual property technologies, consulting methods and proactive services that help our customers get the most value from their data.

Teradata Critical System Management emphasizes proactively protecting systems deployed in a hybrid cloud environment from reduced or degraded availability. This essential service provides the people, processes and tools to deliver optimal system performance by focusing on proactive system operations and problem prevention.

Service Management

We provide an experienced resource to help manage your system. The Teradata expert essentially becomes an extension of your team and manages those critical operational activities that drive higher availability and mitigate unplanned downtime risk. He or she will have the skills to serve as a contributing team member to your IT organization, ensuring all appropriate planning, risk mitigation strategies and proactive steps are taken to

maximize your system performance. As we like to say, "Your Perspective, Our Experience."

Software Release Management

Ensuring that appropriate software releases are installed in a timely manner, and in a controlled environment, is essential to reducing the risk of an unplanned outage. Critical System Management includes this crucial practice and enables customers to breathe easy knowing that Teradata will manage the process by reviewing and recommending applicable releases and patches to avoid potentially severe problems. Additionally, support representatives will perform regular reviews of the system configuration to ensure the latest certified versions are installed.

Software Implementation

Critical System Management leverages our extensive experience implementing software changes to proactively support your environment. Utilizing our proven installation steps and make sure adequate test, acceptance and contingency plans are in place ensures a trouble-free upgrade experience. Our goal is to identify upgrade issues before they become problems and ever cross your path.

State of Health Reporting

Nowhere is our focus on proactive, high-touch support more evident than in our regular system health checks. Every two weeks, our system management experts perform specialized reviews and analysis to identify potential system problems. Utilizing our comprehensive tools and experience managing Teradata solutions can minimize or even avoid impacts to availability.

Customer Benefits Like No One Else

Personalized System Availability Management
Assigned service experts have a clear understanding of your system, business and availability requirements to ensure quality system management execution tailored to your specific environment.

> Teradata Critical System Management is specifically designed for systems that operate in a production environment that demands high availability. Our services protect against unplanned downtime to keep your business up and running. We manage the risks so you don't have to.

TERADATA.

Through the delivery of proactive, predictive and preventive management, our expertise, tools and processes help you manage the risks to availability for your system.

More Time to Focus Resources on Your Business

By allowing Teradata to concentrate on the services, you can focus your resources on business objectives, customers and market opportunities. Let us focus on what we do best and handle the value-added services so you can dedicate your time to what you do best, which is run your business.

Today is the Day

Now is the time to take the step toward true, proactive system management deployed throughout a hybrid cloud environment. For more detailed information about Critical System Management, please contact your Teradata representative or visit Teradata.com.

Teradata Critical System Management (CSM) Components

	Feature Descriptions	On-Premises	Public Cloud	Private Cloud	Managed Cloud
Service Management	• Assigned Service Support Mgr. (SSM) to lead and direct CSM deliverables	✓	✓	✓	✓
System Health Checks	• Performed bi-weekly	✓	✓	✓	N/A
Software Release Management	• Qtr. reviews of software releases • Weekly review of critical patches	✓ ✓	✓ ✓	✓ ✓	N/A
Software Implementation	• Comprehensive software change mgmt. for all software changes • Change control development – implementation, test and recovery plan • Installation of all database software releases	✓ ✓ ✓	✓ ✓ *	✓ ✓ *	✓ ✓ N/A
Service Performance Reporting	• Monthly reports on Teradata's performance • Includes response and resolution times	✓ ✓	✓ ✓	✓ ✓	✓ ✓
System Availability Reporting	• Monthly reports on your availability • Recommendations to avoid future outages, based on trend analysis	✓ ✓	**	**	✓ ✓
Support Reviews	• Quarterly operational reviews • Annual executive reviews	✓ ✓	✓ ✓	✓ ✓	✓ ✓
Customer Support Plan	• Documented support process/responsibilities • Reviewed and updated annually	✓ ✓	✓ ✓	✓ ✓	✓ ✓

* Public and private cloud software implementation includes installation of maintenance and patch releases only

** System availability reporting requires Teradata support for both hardware and software

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