Teradata Premier Software Only Support

Access to high-quality data is one of the most important success factors in twenty-first century business. That's why trustworthy, simple, and cost-effective maintenance and support for your Teradata software solution is absolutely invaluable.

Enter Teradata® Premier Software Only Support, a service designed specifically for software-only installations running Teradata, Teradata Aster® Databases, and industry-leading distributions of Hadoop on specific, certified third-party platforms. Premier Software Only Support helps you react quickly and effectively to events that put your software and data at risk. Backed by our extensive network of remote service representatives— professionals steeped in years of experience with Teradata, Teradata Aster, and Hadoop technologies— this program provides comprehensive problem resolution when it counts.

Pave the Way for a Healthy Database Environment

To keep your software on track, Teradata Premier Software Only Support provides important remote-only services that include:

- **Remote Assistance**, for your Teradata or Teradata Aster Database installation.
- **Software Problem Resolution**, from upgrade recommendations and temporary workaround procedures to code-level changes to resolve a problem.

To take full advantage of Premier Software Only Support, simply implement ServiceLink, a secure industry–certified, high-speed remote connection for business-to-business remote support.
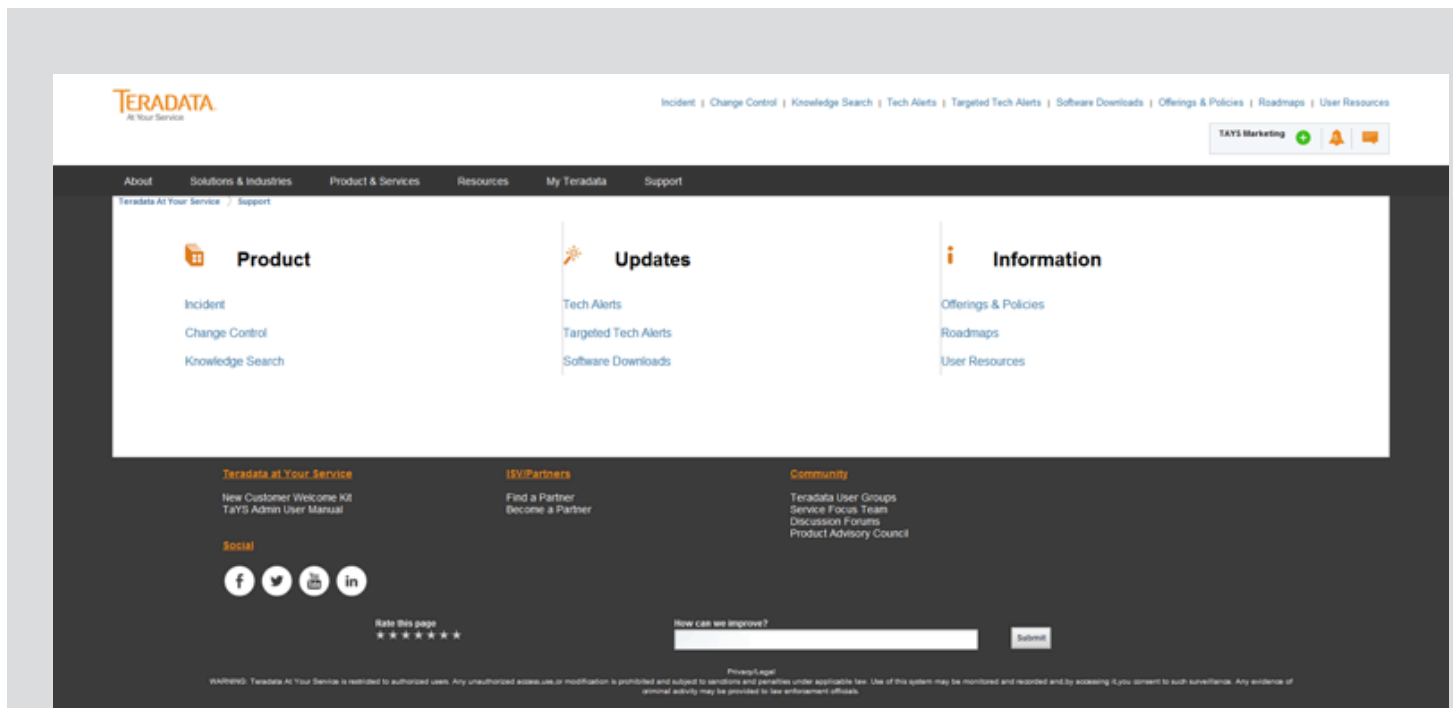

Figure 1.

Manage Risk Factors 24x7

Another feature of Premier Software Only Support is your any time access to Teradata at Your Service, an intuitive and secure support portal. Teradata at Your Service enables you to better manage system exposure by providing:

- **Incident Management**: Teradata at Your Service provides a time-saving, user-friendly interface to enter and manage incidents online.

- **Information at Your Fingertips**: Check for critical Tech Alerts, as well as product release documents through easy-to-find links.

- **Important Downloads**: Download and apply selected software patches.

- **Knowledge Repository Search**: Research and trouble-shoot an incident or answer a question real-time with Teradata at Your Service's intelligent search engine.

- **Discussion Forums**: Collaborate with Teradata users around the world to search for an answer in the Teradata discussion community.

Part of a Customer Service Program Tailored to Customer Needs

Premier Software Only Support is part of our renowned customer service environment, in which our people, pro-cesses, and technology are distinctly responsive to all of our customers' needs. First, we invest a significant amount of time and resources to find excellent people, develop their skills and technical knowledge, and deploy them globally depending on customer needs. Second, Teradata has developed finely-tuned, world-class processes through rigorous testing and mission-critical engagements.

Finally, while Teradata has engineered high levels of availability into all of our software, the world-class and award-winning support resources of Teradata will give you peace of mind knowing any issues will be quickly and correctly resolved. We can help you develop service improvement roadmaps for your business so you can anticipate where you need to go, over what period of time, and at what cost.

Teradata provides a full menu of support services that you can match to the role Teradata, Teradata Aster Databases, and Hadoop technology plays in your organization. For those using software that has been certified to run on third-party platforms, Premier Software Only Support can be an ideal option from that menu—simple, economic, and effective. This is the Teradata Customer Service advantage.

For More Information

To find out more about how Premier Software Only Support can maximize system availability today and help grow your business, contact your local Teradata representative, or visit **Teradata.com/services/ customer-services/**

24x7	Premier Software Only Support Service Features	Priority Service
✓ 24x7	Unlimited Access to Teradata at Your Service	✓ 24x7
✓ 24x7	Access to Database Software Fixes, Patches and Maintenance Releases via Teradata at Your Service	✓ 24x7
✓ 2 Hours	Remote Response Time – P1	✓ 30 minutes
✓ Next Business Day	Remote Response Time – P2 and P3	✓ 30 minutes
✓ Provided	ServiceLink B2B VPN	✓ Provided
✓ Provided	Customer Support Card	✓ Provided

TERADATA