Teradata Software Implementation Service

In today's highly competitive business environment, companies are more dependent than ever on new technologies to keep pace with increasing customer demands on a daily basis. The ability to access and provide timely customer information—effectively and efficiently—has become the new benchmark in measuring customer satisfaction, and a critical competitive advantage.

Teradata Software Implementation Service

With so much riding on the bottom line, you need all the assurance you can get to protect your IT investment—whether it's on-premises or in a cloud environment. That means making sure your software is installed or upgraded quickly and accurately, and with minimal disruption to your day-to-day business routines. Teradata Software Implementation Service delivers that assurance across the entire hybrid cloud (see Figure 1).

Teradata uses proven migration planning techniques and sophisticated upgrade tools, all developed and time-tested on our internal systems as well as on some of the world's largest analytic environments. The result is a comprehensive solution that makes installation, expansion, or upgrades to your systems seamless. The Teradata Software Implementation Service supplements your internal resources, freeing them up to focus on more strategic issues. Other benefits include:

- Minimized downtime through rigorous change control planning
- Assurance that critical data is properly addressed to avoid data loss
- Cost-effective and rapid deployment of new software releases
- Smooth transition to new upgrades/updates

Keep Pace With Change – And Productivity

The Teradata Software Implementation Service is a solution that not only improves the productivity of your own IT resources, but is also a key contributor to ensuring system availability. Specifically, it reduces risk to availability by ensuring adequate testing; acceptance and contingency plans are established for each release, ensuring that your system remains current with the most recent release levels.

Additionally, our Customer Service consultants work with you to confirm Change Control schedules to assure they align with your scheduled implementation times in consideration of other changes that may be taking place in the ecosystem. For your convenience, Teradata offers the flexibility of purchasing your Software Implementation Service solution on an annual basis for a fixed fee, or on an as-required basis. In either case, we will schedule all service activities around your schedule.

The Teradata Solution

Time-tested Tools and Technologies
Teradata Software Implementation Service includes a formal change control meeting; the development of a comprehensive change control plan; verification of hardware, firmware, and software release levels; and all appropriate data conversion. Plus, our Customer Service consultants will work with you to customize a solution that

On-Premises	Public Cloud	Private Cloud	
All Releases or Maintenance & Patches	Maintenance & Patches	Maintenance & Patches	Business Outcome Led. Technology Enabled.
• Annuity or Transaction	• Transaction	• Annuity or Transaction	

Figure 1

TERADATA ®

meets your unique requirements, and use a four-phased approach to software implementation—an approach that has been tested and proven on our internal systems (see Figure 2). Key activities* in the four-phase approach include:

1. Audit

We will audit your current analytical environment:

- Software version level
- Operating system version level, if supported by Teradata
- Version levels of Teradata clients and utilities
- Hardware firmware levels, if supported by Teradata

2. Assessment

Teradata will identify the optimal migration path:

- Prepare download packages and spool packages
  - Any impacts to your current environment, including software compatibilities and interactions
  - Customer and site specific software load packages needed for a successful software change

3. Change Control Plan

We will develop a change plan outlining the optimal migration path:

- Estimate timeframes and sequence of events
- Identity product and technical dependencies
- Identify roles and responsibilities
- Outline data back-up and conversion plan
- Conduct formal change control meeting to gain approval

4. Platform Upgrade

As part of the platform upgrade, Teradata will:

- Perform a system validation
- Convert data, as applicable
- Upgrade the various Teradata and OS software packages, if supported by Teradata

Audit

Assessment

Change Control Management

Platform Upgrade

Figure 2

Why Teradata

Why choose Teradata for your software implementation challenges? It's simple. Teradata provides a level of customer service second to none, with a commitment to tailor our Software Implementation Service to specifically meet your service requirements for on-premises and cloud.

Teradata has a proven track record of successful, large-scale installation projects—the result of a proven methodology that ensures a fast, high quality installation. Organizations around the globe rely on the power of Teradata's award-winning solutions to get a single, integrated view of their business to optimize decision making, customer relationships, and profitability.

Teradata delivers a blend of technologies and subject matter expertise unavailable from any other source. We've been providing innovative, best-in-class business solutions and technologies for over 35 years.

For More Information

Teradata empowers companies to achieve high-impact business outcomes. To learn more about how our Software Implementation Service can help protect your IT investment today—and contribute to business growth tomorrow—contact your Teradata representative or visit Teradata.com.

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* Certain restrictions may apply depending on your license

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