

Teradata Premier Support

CUSTOMER SERVICES



Proven Performance, Flexible Coverage

Teradata empowers companies to achieve high-impact business outcomes by using the strongest and most powerful data and analytic solutions. As the recognized leader in data and analytics, we work every day to help customers solve business problems by leveraging new data and analytic insights through our unique approach, proven techniques and Teradata Everywhere™ offering.

We believe customers want deployment flexibility across a hybrid cloud architecture. Teradata has a proven services strategy to provide world-class maintenance and support, regardless of how you choose to deploy our solutions. Whether it is on-premise with Teradata hardware, in a private cloud, a public cloud, a cloud at Teradata's data center or a combination of these options, Teradata Customer Services has you covered. We offer superior integrated hardware and software, software only and cloud services while providing world-class maintenance and support with reactive incident management.

Premier Support Provides a Foundation for Future Success

Premier Support is the foundation for a successful deployment. Flexible coverage and response time options, unlimited access to our world-class secure support portal Teradata at Your Service (TaYS) for managing incidents, downloadable software, knowledge base searching, communities/forums and other value-added features make Premier Support the industry's best maintenance and support offering. Our experienced support representatives are trusted advisors who provide a service level no other vendor can match.

Maintenance and Support Services that Deliver

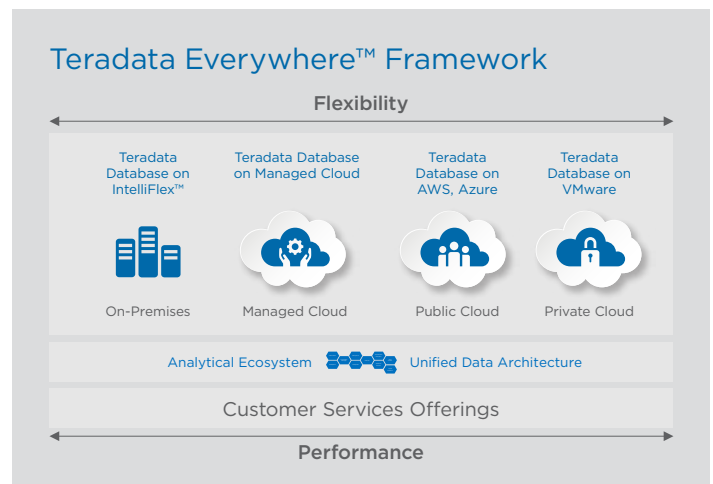
You've chosen the most powerful solution and will have peace of mind that Teradata utilizes highly developed and proven processes with experienced resources focused on delivering world class service—Teradata Everywhere™. It's a fact: the impact of system downtime on revenue, productivity

and customer satisfaction can be critical for businesses with an integrated information technology strategy. To succeed in today's fast-paced environment, you need to not only address problems when and where they arise, you also need to anticipate issues before they become problems.

Premier Support utilizes state of the art tools designed to give support representatives the right information at the right time to quickly resolve issues and ensure you are operating in real time. The heart of the system support is Teradata Vital Infrastructure. Our support representatives leverage Teradata Vital Infrastructure's alerting, fault notification and detailed configuration information to provide fast problem resolution to minimize downtime and get you back to real-time operations. Teradata's Automatic Incident Creation process, powered by the Teradata Vital Infrastructure, automatically requests service when it is needed so problem resolution often begins and ends before there are any impacts to system availability. You can breathe easier knowing our Premier maintenance and support is available on-premises or in the cloud.

Expediting Problem Resolution

Premier Support is integrated hardware and software support, software only support and cloud support delivered by seasoned professionals who are knowledgeable about Teradata environments and trained to resolve problems quickly and completely. In the event



Service Feature	Premier Support			Coverage/Response Options			
Incident Creation	<ul style="list-style-type: none"> • Teradata at Your Service • Telephone (S1/2 only) • Auto Incident Creation (AIC)* 			Priority Service 24x7			
Coverage Hours <ul style="list-style-type: none"> • Remote, On-site (HW/SW) • Remote (SW Only) • Engineering Changes (FRO) 	S1 24x7	S2 9x5 9x5 9x5	S3/S4 9x5	S1 24x7	S2 24x7 24x7 24x7	S3/S4 9x5 9x5	
Response Times <ul style="list-style-type: none"> • Remote • On-site 	S1 2hrs 4hrs	S2 2hrs 4hrs	S3/S4 NBD NBD	S1 30m 2hrs	S2 30m 4hrs	S3 2hrs 4hrs	S4 NBD NBD
Parts Options <ul style="list-style-type: none"> • On-site 		✓				✓	
Software Entitlement		✓				✓	
Support Management		✓				✓	
System Monitoring		✓				✓	

NBD = Next Business Day

NOTE: Teradata ServiceConnect™, a secure industry certified high speed remote connection, is required to enable Premier Support services.

*AIC is only available in the Public Cloud when Critical System Management is purchased.

of a failure, we immediately go to work to achieve rapid problem resolution. Teradata Customer Services' global network of remote service representatives provides fast and comprehensive problem resolution—when it counts.

Depending on the problem, we offer electronic downloads of software patches or dispatch a service representative to deliver on-site support. Each system, even within the same data center, has different support requirements. We offer options to meet all of your needs. With Premier Support 24x7, Teradata provides around-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 around-the-clock coverage, Premier Support 9x5 provides service during business hours. Both service levels offer 24x7 incident creation via TaYS.

Easy Access—Expedited Resolutions

Premier Support provides unlimited use of our online support portal TaYS and a toll-free support number to

contact a Teradata Service Center. When you contact us, you choose the severity of the problem and direct support resources to those issues most critical to your operations. Our highly interactive and easy to use TaYS provides current software patch and maintenance releases, critical product information, notifications and timely support articles.

Our Focus is You

Teradata Customer Services, backed by technical expertise, proven processes and insights into your environment, is the only partner you need to keep your system always on and always performing, whether it is on-premises or in the cloud.

Today is the Day

Now is the time to take the step toward true, integrated hardware and software, software only and cloud support. For more detailed information about Premier Support, please contact your Teradata representative or visit Teradata.com.

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