

Join Teradata's Service Focus Team

ANALYTIC DATA PLATFORMS



What is the Service Focus Team (SFT)?

The Service Focus Team is an advisory group that works closely with Teradata on operational issues and opportunities related to enhancing support services and increasing stability. This includes other areas that are outside the scope of product enhancements. Members represent the concerns of Teradata customers by serving as catalysts for service improvements, providing ongoing feedback to Teradata.

The scope of the SFT's responsibilities are service-related areas that include, but may not be limited to, the following: Local/Remote Support, Change Management, Hardware/Software Quality, Product Management, Sales Support, Customer Training, Documentation and other areas deemed appropriate.

The Objectives of the SFT are Three-fold

1. To influence Teradata future service directions for the benefit of its customers.
2. To work with Teradata to get specific details about customer issues or concerns addressed.
3. To encourage active feedback from Teradata customers related to service issues and opportunities for improvement.

Benefits for You and Your Company

Every SFT member has direct interface and influence with Teradata Corporation personnel responsible for services. This is a unique opportunity to gain advance knowledge of new services and products that are being developed and to offer input and suggestions prior to release. Each member has regular interaction with other users and companies providing a great resource for networking and knowledge sharing. Over the years, this group has developed several "Best Practice" documents that

have been shared worldwide for the use and benefit of Teradata customers. In addition, as a SFT member, your conference fee for the Teradata PARTNERS Conference is waived.

Ideal SFT Candidate Profile

The ideal SFT candidate possesses Teradata operational knowledge and experience supporting Teradata products and services to enable business improvement advice. Another important attribute is a keen technical interest in proof of concept (POC) for new products and services and a good Teradata Roadmap/Strategy for their organization. Additionally, strong communication skills and the ability to influence Teradata and customer change are important for SFT members.

SFT Member Obligations

Service Focus Team members participate in monthly conference calls, lasting approximately two hours, to discuss service related issues and review Service Focus Statements (specific opportunities that are tracked to completion). These calls include presentations on new features and services offered by Teradata. Members also meet twice a year for face to face meetings. The Spring Meeting is held in the Teradata Executive Briefing Center in San Diego, CA. The Fall Meeting is held prior to the PARTNERS Conference, at the same location as the PARTNERS venue. SFT members are expected to attend the PARTNERS Conference. Some members serve as SFT chairperson or vice-chair.

How Does the SFT Select Candidates?

SFT membership is extended to Teradata customers with experience or knowledge of supporting varied Teradata products and services in the Teradata ecoSystem. This includes Teradata, Aster, Hadoop etc. The primary selection criteria are Teradata operational knowledge and experience to enable business improvement advice. The SFT also tries to select candidates to fill gaps by industry, region, company size, system size and type.

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For example, sometimes a talented database administrator in the Americas is not selected because the SFT needs more representation from Europe or Asia. The SFT must mirror Teradata customers worldwide.

How Do I Apply to the SFT?

To apply, you must have your company's management approval and commitment, be a full time employee for more than a year, have a job role that involves Teradata services, sign a non-disclosure agreement and commit to serve for a minimum term of one year.

If you are interested in becoming an SFT member, please complete the SFT membership application and follow the instructions indicated on the form. The application can be found at the top and bottom of the PARTNERS Service Focus Team web page at Partners.Teradata.com/sft.

Once you apply for SFT membership, the SFT chairperson will contact you and schedule a short interview.

Come join the Service Focus Team. It's as much fun as it is work!

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