

CUSTOMER SUPPORT AND SERVICES

Teradata Success Tiers



Integrated Service Solutions to Keep Your Teradata Analytical
Ecosystem Driving Business Outcomes

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The Right Level of Support and Services

Teradata enables companies to rise above the complexity, cost, and inadequacy of today’s analytics landscape, finding answers to the toughest challenges and powering the new era of Pervasive Data Intelligence.

To continuously rise above, your deployments need the right level of support and services. Teradata offers three Teradata Success Tiers, so you can choose the level of support and services needed to keep your analytics ecosystem up and running and maximize your technology investment. The right choice will allow you to leverage 100% of your data to deliver valuable answers across the enterprise around the clock.

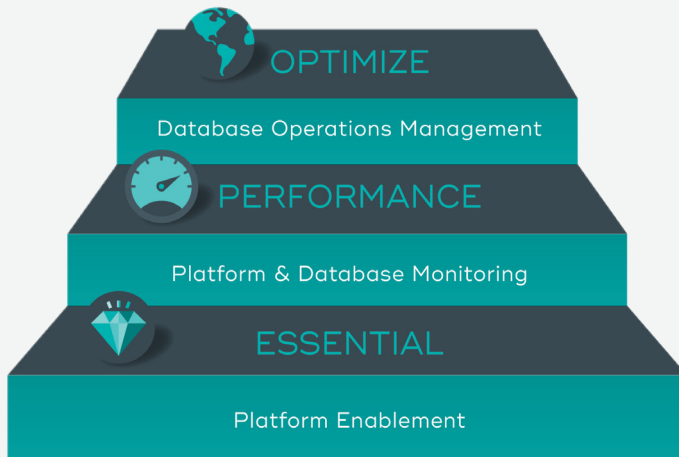
Teradata has a proven strategy to provide world-class maintenance, support and ongoing service management, regardless of how you choose to deploy your Teradata solutions. Whether on-premises with Teradata hardware, in a private cloud, a public cloud, a cloud at Teradata’s data center, or a combination, Teradata’s service tiers provide the coverage you need. We offer superior integrated hardware and software, software only, and cloud services while providing

world-class management and support with flexible coverage and response time SLAs.

Teradata Success Tiers

With Teradata Success Tiers, Teradata Customer Support and Services provides Teradata experts, field-tested processes, and best-in-class tools to operationalize analytics across your organization and help you drive business value through a reliable, sustainable, and highly available, robust analytic ecosystem. Teradata Success Tiers range from foundational services to ensure your platform is always up and running, to high-touch, proactive operational support and management to help drive business value. Designed to save you time, help control costs, and accelerate time to value based on your business requirements, there are three inclusive tiers to meet your needs and your budget.

Teradata Success Tiers



 Premier Support included with Teradata subscription

OPTIMIZE

Provides the right people, processes, and tools to help drive business value and maximize business outcomes through a robust analytic ecosystem

PERFORMANCE

Provides secure monitoring of day-to-day operations, DBA Knowledge On-Demand and self-service capabilities to enhance and sustain the analytic ecosystem environment

ESSENTIAL

High-touch, proactive support focused on improving system availability, problem prevention, and platform enablement

Teradata offers a flexible and tiered portfolio of services designed to optimize analytic ecosystems, increase efficiencies and align to business outcomes.

Premier Support: A Foundation for Success

Premier Support is our foundational level of support that is included with your Teradata subscription. Premier Support provides world-class maintenance and support with reactive incident management for all Teradata products and solutions.

Regardless of the deployment model, i.e. cloud, on-premise or hybrid, Premier Support offers flexible coverage and response time options to deliver peace of mind knowing problems can be addressed if they arise.

Highlights of Premier Support include:

- Around-the-clock, 24x7 telephone support to help accelerate response times and get to faster problem resolution.
- Customer-defined call severity, where customers determine the severity of the call to ensure that Teradata addresses the most important issues, based on the impact to their business.
- Unlimited access to our world-class secure support portal Teradata Access providing anytime, anywhere access for managing incidents, downloading software, running service reports, performing knowledge base searches, communities/forums, and other value-added features.
- Self-paced learning library with information on Teradata features and how to get the most out of your Teradata solution.

Essential: High-Touch, Platform Enablement and Monitoring Services

Teradata's Essential tier builds on the Premier Support foundation by adding a layer of high-touch, proactive services focused on improving platform availability, problem prevention, and platform enablement. Essential provides the people, processes, and tools to deliver optimal platform performance by focusing on proactive platform operations and problem prevention. We proactively monitor your platform to mitigate against unplanned downtime by enabling performance data

collection and database alerts following Teradata operational best practices.

Highlights of the Essential tier include:

- An assigned services resource as your single point of contact for service needs and acts as a trusted advisor.
- Experienced professionals to implement and review Teradata Viewpoint and Performance Data Collection & Reporting (PDCR) to ensure platform availability and that the right data is available for future workloads, platform management and consumption decisions.
- Platform related health checks, real-time alerting and operational reviews that provide insights into current performance and help identify opportunities for improvement.
- Service performance reporting on incidents and change controls.

Performance: Self-Service and Automated Monitoring to Deliver Faster Time to Business Value

Building on the proactive services of the Essential tier, Teradata Performance takes it to the next level by adding advanced operational toolsets, processes, and automation to ensure quality performance by monitoring, maintaining, and supporting the entire analytic ecosystem. We provide a self-service portal to perform certain Database management tasks in addition to providing an added layer of database monitoring. Along with real-time, expert notification and day-to-day operations monitoring, Performance delivers proactive services and automated monitoring to protect against unplanned downtime.

Highlights of the Performance tier include:

- Access to Teradata self-service portal to manage database objects, users, and space management.
- Automated Database monitoring and alerting with the ability to customize thresholds.
- Access to in-depth online Service Operations and database performance reports.

- Access to Teradata experts to address questions that might arise (up to 16 hours per quarter).
- A weekly database health check and proactive management tasks based on best practices to ensure database availability.

Optimize: Our Most Comprehensive and Robust Service Solution

Like the previous two Success Tiers, Teradata Optimize provides high-touch, proactive services, but with additional management and optimization features that provide the most comprehensive and robust service solution experience. In this tier, Teradata resources take on the day-to-day operations of your system at the level that is right for you. Along with platform support and database/application management, this highest tier leverages the right people, processes, and tools to help drive business value and maximize business outcomes through a robust analytic ecosystem.

Highlights of the Optimize tier include:

- Most flexible and customizable Support and Services Solution offering with services designed and delivered around your specific operational needs.
- Database operations and administration, infrastructure services, and security administration for the Teradata database platform to maintain platform integrity, reliability, and optimize response times.
- Application operations for the database, analytics, ETL, Business Intelligence and Teradata Applications.
- Teradata maintained a record of events and changes to the analytic ecosystem and an updated support plan/operations plan.
- Performance optimization, which includes best practices, tools, and automation to optimize and manage the database, with a focus on analyzing and fixing performance problems to save CPU, IO, space, and provide a more stable platform with better response times.

- Ensures the analytic ecosystem is reliable, sustainable, and highly available.
- Easily keeps pace with scaling and provisioning demands.

Maximizing your Investment with Teradata Success Tiers

Teradata Success Tiers: Essential, Performance and Optimize allow you to determine the right level of services for your needs. Teradata Essential is the first of the three tiers and emphasizes proactively protecting platforms deployed in a hybrid cloud environment from reduced or degraded availability by focusing on proactive platform operations and problem prevention. Teradata Performance builds upon the features and functionality of Teradata Essential and takes it to the next level by adding advanced operational toolsets, processes, and automation to ensure quality performance by monitoring, maintaining, and supporting the entire analytic ecosystem. Teradata Optimize is the ultimate solution that builds on both tiers and engages the right expert resources, processes, and tools to ensure your analytic ecosystem is always operating at its peak, so you can get the most from your investment. We drive efficiencies, offer simpler service solutions and allow you to focus on your core business. It's what we do best.

Rely on Our Experience

Teradata Customer Support and Services offer the technical expertise, proven processes, and insights into your environment to keep Teradata's industry-leading technology always on and performing, whether on-premises or in the cloud.

To learn more, please contact your Teradata representative or visit [Teradata.com](https://www.teradata.com).