Teradata Optimize

A Robust, Fully Managed, Service Solution

Teradata helps you leverage 100% of your data to arrive at decisions based on the most accurate picture of your business, trends, and customer behavior to identify and seize valuable opportunities.

Teradata Optimize 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. Like the two tiers that it builds upon, Teradata Essential and Teradata Performance, Teradata Optimize provides high-touch, proactive service, but with additional database management and optimization features that provide the most comprehensive and robust service solution available.

Along with proactive platform enablement and database/application monitoring, this highest tier provides end-to-end operations service, freeing up internal resources to work on critical activities. Experienced Teradata experts, utilize Teradata developed and well-honed best practices drawn from hundreds of worldwide engagements, to cover everything needed to ensure your analytic ecosystem is reliable, sustainable, and highly available so you can focus on analyzing anything, innovating with confidence, and maximizing business outcomes.

Database Operations & Administration

To maintain system integrity, reliability, and optimize response times, Teradata provides database operations and administration, security administration and database performance monitoring and optimization for the Teradata database platform.

With Teradata Optimize, our experts also maintain the Teradata database structures, space, users, purge jobs, and alerts associated with the Teradata environment, adding, deleting, or modifying Teradata database structures as required. From an operations standpoint, we monitor alerts, queries, locking logger, access locks, and database performance.

Optimizing day-to-day operations systems to enhance and sustain the analytic ecosystem environment:

- Proactive monitoring using the latest machine learning and Artificial Intelligence (AI) capabilities to correlate events
- Teradata Database Administration expertise, like none other
- Continuous performance improvement and queries to improve business outcomes
- Highly specialized application and database optimization services, including in-depth systematic assessment to isolate, triage, and address performance improvement opportunities in the analytic ecosystem

Database System Administration

As required, Teradata will add, delete, or modify users, directories, access rights, disk space and processes that are associated with the underlying Operating System on the Teradata Platform (e.g. Cron jobs, etc.).

Teradata Database Optimization

On a periodic basis, Teradata will utilize best practices, tools and automation to optimize and manage the performance of the database. Focusing on analyzing and fixing performance problems results in saving CPU, IO, space and providing a more stable platform with better response times.

Backup and Recovery Operations & Administration

Teradata Optimize protects your database against data loss by maintaining and executing backup/restore scripts, policies, schedules, providing status updates of backups, and reviewing and correcting failed backups and restores.

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Customer Operations Plan

Teradata assimilates and adapts a comprehensive and custom Customer Operations Plan which documents Teradata's understanding of Customer's Ecosystem, support processes and includes customized templates used while delivering Managed Services. The Operations Plan serves as the first document that Teradata's delivery team will reference to resolve incidents and problems. The plan is updated constantly and reviewed quarterly to ensure it has the latest information, so we have the knowledge needed to service your business at the right time.

Your Operations, Managed by Teradata

From the platform to fully outsourced operations, Teradata Optimize provides the most robust service solution available to speed time-to-value and ensure your analytic ecosystem is always there to deliver superior analytics—and answers—at scale allowing them to innovate with confidence knowing that the analytic ecosystem is performing optimally.

Maximizing your Investment with Teradata Success Tiers

Teradata Customer Support and Services offers three Teradata Success Tiers: Essential, Performance and Optimize. 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.

Get the world-class service and expertise you need to rise above with Teradata Optimize. For more detailed information about Teradata Optimize, please contact your Teradata representative or visit **Teradata.com**.

Teradata Success Tiers Components

Deliverables	Essential	Performance	Optimize
Service Management	●	●	●
Platform Health Checks	●	●	●
Software Release Management	●	●	●
Software Implementation*	●	●	●
Service Performance Reporting	●	●	●
System Availability Reporting**	●	●	●
Support Reviews	●	●	●
Customer Support Plan	●	●	●
Viewpoint Setup & Review	●	●	●
Performance Data Collection & Reporting (PDCR) Configuration	●	●	●
Operational and Executive Reviews	●	●	●
DBA Expert On-Demand (16 hours per quarter)***		●	●
Database Monitoring and Performance Reporting		●	●
Database Health Checks		●	●
Performance Recommendations		●	●
Self-Service Management: Users, Objects & Space		●	●
Database Operations and Administration			●
Database System Administration			●
Database Performance Tools Operations			●
Teradata Database Optimization			●
Backup & Restore (BAR) Operations & Administration			●
Customer Optimization Plan			●

* Public and private cloud software implementation includes installation of maintenance and patch releases only
** System availability reporting requires Teradata support for both hardware and software
*** Optimize – As part of standard DBA deliverables

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