

Teradata Performance

Proactive and Purpose-Built Tooling for Peace of Mind

Running your business is what you do best. Keeping your analytic ecosystem reliable, sustainable, highly available, and performing at an optimal level is what we at Teradata do best.

Building on the proactive support of the Essential tier, Teradata Performance provides your Operations team access to our purpose-built automation based on years of Teradata Operations expertise. This includes a self-service portal to perform certain Database management tasks in addition to providing an added layer of automated database monitoring. Along with real-time, expert notification and day-to-day operations monitoring, this tier includes additional features such as the ability to consult with a Teradata database expert and online operational reporting capabilities to sustain the analytic ecosystem environment.

Performance delivers proactive service and automated monitoring to enable your operations team to be more productive and proactive. Expert resources are available to provide your DBAs with advice on best practices to manage, maintain, and support the entire analytic environment.

Database Monitoring & Performance Reporting

Having a highly available system that meets the SLA needs of the end users, starts with monitoring. As part of this elevated tier, Teradata configures our self-service portal solution. This is the one stop portal for monitoring the Teradata solution and user activity. It contains numerous predefined automated monitoring and alerting rules that continuously monitor the database and platform for trends and report issues as soon as they are discovered. This includes key performance areas such as workload response times, skewing, and query delays.

You also have easy access to database performance reporting through the Teradata self-service portal. Performance reporting shows you how your system is running month over month from CPU utilization to space growth to high impact users for helping maximize the performance and availability of your database and key applications across multiple workloads.

Access to Teradata Experts

Our experts have been there and done it. They're a valuable resource to answer questions and enhance your team's knowledge and skills. With Teradata Performance, you have access to a Database Administrator (DBA), workload management expert, or performance expert up to 16 hours per quarter.

Regular Health Checks

Proactive service is a hallmark of the Performance tier, with regular health checks being an important part of that service. Based on best practices, we perform weekly database health checks to ensure database availability. These frequent health checks assess if your database is running optimally, enabling you to diagnose areas that could become concerns before performance issues affect your users.

The deliverable from each health check is a comprehensive health report with best practices suggestions for maintenance and architecture, giving you the information you need about CPU utilization, query statistics and indexes, data distribution and other key attributes to make certain your users get the right answers at the right time.

Performance Recommendations

Teradata will provide recommendations to help your DBAs implement performance recommendations in areas like multi-value compression and SQL Tuning for your most important queries based on usage.

Self-Service Management of Database Objects, Users, and Space

Using the self-service portal, your DBAs will have the ability to perform certain low risk, low impact administrative task on the SQL Engine, aka database. This includes creating, deleting and updating database users and objects, as well as performing space management and reallocation tasks. This will improve the efficiency of your DBAs and allow them to concentrate on higher value tasks.

Get Ready to Elevate the Effectiveness of Your DBAs

Monitoring and day-to-day operational tasks take valuable time from your internal resources—time that could be spent performing more robust operational activities, responding to user requests, and focusing on your business. Get access to the purpose-built tooling and support your DBAs need to provide a higher quality of service, more efficiently for their end users with Teradata Performance.

Maximizing your Investment with Teradata Success Tiers

Teradata offers three Teradata Success Tiers: Essential, Performance, and Optimize. Teradata Essential is the first of the three tiers and ensures your solution is fully enabled and ready to go. Teradata Performance builds upon 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.

When you're ready to enable your DBA Operations team with world-class, purpose-built tooling, Teradata Performance has just what you need for monitoring, maintaining, and supporting your entire analytic ecosystem, plus access to Teradata experts.

For more detailed information about Teradata Performance, please contact your Teradata representative or visit [Teradata.com](https://www.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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